

MEDAIR

each life matters

INFORMATION PACK

APPOINTMENT OF CEO

Macaulay
search.

"For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me... Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me." Matthew 25

"The places where we work are not easy, physically or emotionally. The reason I choose to work with Medair is because, in the face of the immense suffering in this world, this is an organization and a family of people who still choose hope, and turn to that hope in times of need, and that makes all the difference." Medair staff member



Dear potential applicant,

Medair is a remarkable, Christian-led emergency health response organisation. We relieve human suffering and bring hope amongst some of the world's most vulnerable communities impacted by disaster or conflict, often in remote and devastated places.

We have an excellent reputation for delivering professional, effective, and accountable humanitarian assistance. We are a 'people to people' organisation, connecting institutional and individual donors with those most in need, and honouring the image of God within everyone.

After more than 5 years of excellent service to Medair, our CEO David Verboom has decided to move to the Netherlands for family reasons and therefore stand down from this leadership role in Switzerland. This creates the opportunity for us to invite a new leader to join us, well-prepared by God for the specific strategic season ahead.

To lead Medair, our CEO must first and foremost have a deep sense of calling to alleviate the suffering of our most vulnerable brothers and sisters, living in some of the hardest-to-reach places on Earth.

As you will read over the coming pages, you find us in a strong position but also seeking:

- To increase our strategic agility in the face of expanding need and increasing sectoral challenges.
- To deepen further our cultural and organisational strengths in order to provide a platform for yet more growth.
- In addition to strengthening and growing our humanitarian service, to expand the width and depth of our partnerships with private donors, foundations, and churches.

In brief, we seek a new CEO who leads a value-based culture and high-performing team, brings visionary and strategic clarity, enjoys fostering growth, and ensures we deliver our mission with excellence.

We provide humanitarian service with extraordinary efficiency, but our support services and our programme teams can easily become overstretched, and the need we seek to meet continues to grow in scale and complexity. Our CEO will ensure we are well prioritised, structured, and resourced so that we can further leverage our organisational knowledge and outstanding people. While continuing to deliver exceptional value for money to institutional donors, we need to be more intentional about developing meaningful relationships with private funders. We aim to increasingly be a blessing both to our donors and church partners as well as those whom we serve through humanitarian programmes.

We know our calling. Our values-based culture and the quality of our team are strong. We have invested significantly in improved systems and benefited from more sustainable financial growth. So, now is a time to move from strength to strength, and to lengthen our impact with the guidance of a servant-hearted leader.

Personally, I can say it is a faith-building and deeply rewarding experience to serve with Medair. I welcome you to learn more about our work as you consider offering to lead Medair.

James Featherby, on behalf of the Medair International Board of Trustees

“Your generation will mend and pour gold into the fissures of our broken times. And you can not only mend; you can create anew, create a world in which an invitation will be given to those who are broken. Those who mourn, those who are persecuted and those who are poor in spirit will be offered a great light. Your lives can be an offering of peace in a divided time – a gesture of hope for those in despair. Your sacrifice will be an aroma of the New. So go mend.” Makoto Fujimura, Christian artist, author & scholar



Context of the CEO Appointment

Medair is an impartial, independent, and neutral humanitarian organisation inspired by Christian faith to save lives and relieve human suffering in the world's most difficult-to-reach and devastated places. Since 1989, we've been helping people in crisis - regardless of race, creed or nationality - so that the world's most vulnerable communities may live with dignity, free from human suffering, and with hope for a better future. We go beyond the extra mile because we believe each life matters.

Medair provides a flexible range of emergency relief and recovery services, with particular expertise in health and nutrition; water, sanitation, and hygiene (WASH); and shelter and infrastructure. Medair is an active member of numerous humanitarian initiatives and networks, including the CHS Alliance, VOICE, Integral Alliance and EU-CORD. Medair is also a signatory to the Red Cross Code of Conduct and certified against the Core Humanitarian Standard on Quality and Accountability (CHS).

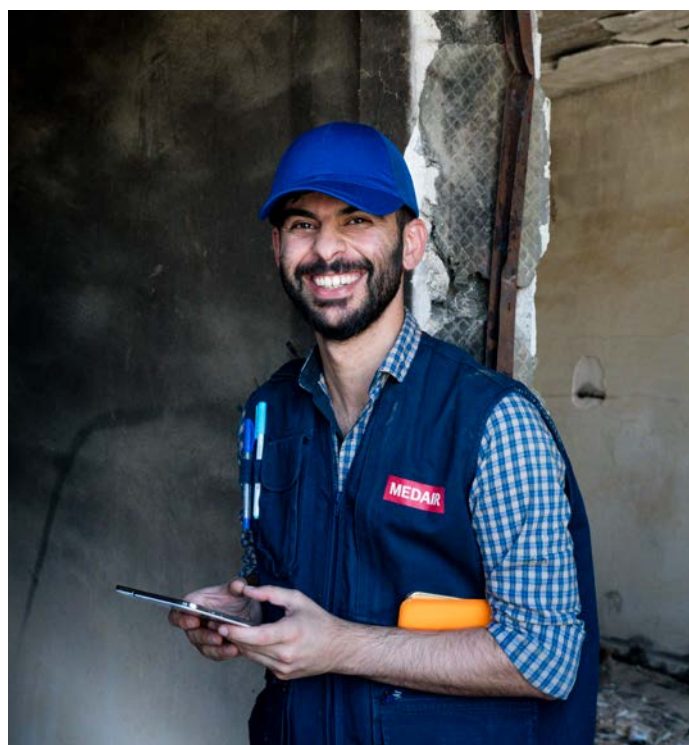
The humanitarian aid sector is undergoing major cultural, financial, structural and security changes. There is a need to develop new ways of thinking and working that are responsive to the challenges and opportunities of our times, and that are financially and operationally sustainable.

In recent years, Medair has almost tripled in size in terms of the number of people reached and the funding available for our mission. We operate in a dozen countries, and employed over 1500 employees in 2022. In 2021, Medair assisted around 3.4 Million people with revenues of around US \$85 million and engaged over 8000 volunteers.

Building organisational resilience in terms of culture, finances and digital has recently been a major focus.

We believe strongly in partnerships and innovation, and work with a 'Be Global, Serve Local' mind set. In other words, we have internationally minded leaders and support staff who work alongside locally focussed national staff and volunteers, with an increasing emphasis on decentralisation, local empowerment, and partnerships with national capacities and community organisations.

Our global support office is based near Lausanne, Switzerland, and we have regional shared services centres in Lebanon, Jordan and Kenya. We are grateful for many thousands of individual donors, and the support of hundreds of institutional and governmental donors. We have affiliate fundraising offices in France, Germany, the Netherlands, South Korea, the United Kingdom and the United States.



Maintaining a balanced and stable approach to funding and finances is essential to a people-centred approach to aid. We seek to ensure high quality and ethical work by training staff, doing evidence-based programming, adhering to global standards and guidelines, tracking outcomes and impact, and focusing on life-saving impact. To ensure strong accountability, we seek to establish rigorous standards and hold ourselves to those standards with compliance measures and internal audits. We continuously ask people in need and crisis-affected communities for feedback about our services. However, we do not rest on our laurels, particularly around the measurement and evaluation of the impact of our work, and recognise that quality is an ongoing journey.

Medair needs a relationally engaging CEO to model what makes Medair special: meaningful partnerships with local churches, private individual donors, humanitarians, staff, and volunteers with the purpose of collaborating to deliver excellent services to people in need. We approach each person in need as a unique individual and seek to treat them with the compassion and respect they deserve. The end goal of our work is to see people's lives restored for the better. We are not simply a delivery channel of supplies, resources, and knowledge. Despite the large populations sometimes involved in relief programmes, we are committed to making our assistance as personal as possible.

Read more in our latest [annual report](#)

Our CEO will seek to model our values, motivated by their personal faith and devoted to enriching the spiritual life of Medair. Our foundation of Christian faith motivates us to care for those who suffer and inspires us to strive for excellence. Medair team members include representatives of many denominations and expressions of Christian worship, all rooted in seeking to grow our faith in community with others, including our practices of prayer, support, and fellowship. Our core values are what unite us together and inspire our culture.

Read more about our culture and guiding values [here](#).





CEO - Role and Responsibilities

The CEO blesses Medair with leadership that inspires our culture, creates the calm of strategic clarity, oversees a high-performing Executive Leadership Team who keep our operations well coordinated, and champions the work of Medair internally and externally.

The key areas of focus for the CEO's role within the Medair team are:

People and Culture

- Model Christ-centred leadership and the integration of faith into professional vocation.
- Inspire and embed our culture, demonstrating the personal and organisational flourishing of living our values.
- Nurture the amazing diversity of Medair's community, including representatives of many different faiths and cultures.
- Coach, encourage, and develop the Executive Leadership Team so the organisation is well led through this team's unity and wise and effective leadership.
- Communicate vision and strategy in an inspiring and accessible way throughout Medair.
- Ensure team-mentality across our field programs, support offices, and fundraising affiliates.

Vision and Strategy

- Inspire our team with vision for Medair's role and voice as a Christian-led organisation within the humanitarian sector.
- In meaningful partnership with the International Board of Trustees and Executive Leadership Team, design, oversee and deliver our strategy.
- Maximise the International Board of Trustees' contribution.
- Evaluate progress against strategic objectives and champion clear priorities, modelling wise and timely decision-making.
- Lead a learning culture, where we identify global trends, opportunities, and risks.

Growth of Partnerships, Funding and Profile

- Transform Medair's external engagement mindset by demonstrating how the inspiration of our teams and the hope-filled resilience of those we serve can radically bless and even transform our donors and the churches with whom we work by exercising the compassionate and generous image of God within them.
- Oversee a thriving network of well-performing and equipped fundraising affiliate offices who are expanding their impact amongst the donors and churches in their countries.
- Build relationships and partner effectively with other INGOs; inspire and enable Medair to be a good partner with other local NGO, communities and partners.
- Leverage Medair's excellent programme delivery record to share learning and engage with institutional funders.
- Serve as a joyful ambassador of Medair, with a clear and compelling voice, to the wider global community, representing Medair in the media and public arenas.

Organisational Development

- Manage and evaluate the performance of the Executive Leadership Team and their respective areas of responsibility.
- In conjunction with the Executive Leadership Team:
 - Develop the appropriate operational planning, team structure, impact measurement, performance management and other systems to deliver Medair's strategic ambitions.
 - Evaluate and manage financial, operational, reputational and other risks, and ensure compliance with all legal and regulatory requirements.
 - Ensure wise financial management and excellent stewardship of Medair's resources.
- Sponsor major change programmes to ensure timely buy-in and delivery.
- Champion staff well-being and ensure that all systems are in place to protect the security and well-being of field teams.





CEO Person Specification

You will express our Medair values in both your personal and professional life. In addition, we are seeking a leader who will clearly model the following qualities:

Integrated Faith

- Living, practical and integrated Christian faith that is shaped by devotion to Jesus and love for people.
- Lives and acts from a place of prayer.
- Able to nurture spiritual growth and inspire others to deeper faith.
- Courage to listen to God's leading and develop a leadership context where bold actions can be taken in response to active faith.
- Able to articulate where Medair fits within the global purposes of God.

Personal Leadership

- Tested and matured people and organisational leadership.
- Confident to lead change and growth.
- Able to influence externally, across different professional, cultural and faith contexts.
- Team builder, making excellent hires and then trusting team members to use their expertise and authority.
- Emotionally intelligent, relational, and authentic.

Organisational Leadership

- A gifted strategist, able to see where Medair should be going in order to most effectively and sustainably achieve its mission.
- Creates strategic clarity across the organisation, defining objectives appropriate for each season of development.
- Confidence to be operationally decisive, with the experience of managing substantial budgets and a geographically dispersed organization.
- Astute leadership of the financial accountability, performance, and stewardship of Medair's resources.
- Proven experience of negotiating and influencing at a senior level, combined with strong networking, interpersonal and collaboration skills.

Professional excellence and credibility

- Hold yourself and others to the highest standards of excellence and accountability.
- Ability to work effectively with Boards and colleagues.
- Seasoned global citizen and cross-cultural leader.



How to Apply

The CEO position is a permanent appointment. The role needs to be based in Switzerland at our Global Support Office (GSO) in Ecublens, near Lausanne.

Medair's working language is English, but speaking some French is helpful for this Swiss-based role.

Applications should be sent by email to ceo-application@medair.org by 12pm CET on Monday, January 23, 2023.

The application should comprise:

- A mandatory covering note of not more than two pages outlining your motivation and relevant experience for the role. This covering letter should also include the names of your three referees - 2 professional and 1 pastoral contact (from a supporting faith community). Please note - these referees will not be contacted until late in the process and with your prior agreement.
- A CV, including employment history and relevant achievements.

First interviews will be held remotely for shortlisted candidates in early February. Further interviews will be held in late February in Switzerland for the three finalist candidates. These meetings in Ecublens will include visits with the Executive Leadership Team members, office tour, informal time with trustees as well as a formal interview.