

Job Description

Senior Vice President (SVP), Global Operations & Human Resources

The Hunger Project (THP) is a global non-profit organization with a vision of a world without hunger. We facilitate individual and collective action to transform the systems of inequity that create hunger and cause it to persist. We operate in 22 countries with 300+ staff and have mobilized over 500,000 volunteer leaders worldwide. Our programs throughout Africa, South Asia and Latin America are based on an innovative, holistic approach, which empowers women and men living in rural villages to become the agents of their own development and make sustainable progress in overcoming hunger and poverty.

Current Hunger Project office locations include:

USA: Global Office in New York City and multiple home offices

13 Program Countries: Bangladesh, Benin, Burkina Faso, Ethiopia, Ghana, India, Malawi, Mexico, Mozambique, Peru, Senegal, Uganda, Zambia

8 Partner Countries: Australia, Canada, Germany, Netherlands, New Zealand, Sweden, Switzerland, United Kingdom

Position Summary

The Senior Vice President (SVP) of Global Operations and Human Resources provides strategic leadership to ensure effective and sustainable operations, aligning staff, processes and systems to advance The Hunger Project's mission and strategic goals. As a senior executive empowered to drive change, the SVP oversees Human Resources, Administration, Operations, Security, IT, and Operational Compliance, balancing global standardization with local empowerment.

The SVP is a senior leader in the organization who consistently models THP values, is a skilled communicator and collaborator, handles complex matters with diplomacy, and demonstrates a high level of integrity and confidentiality.

This is a full-time position located in the Global Office in New York City, which supervises the Associate Director, Global Operations, and reports to the Chief Executive Officer (CEO).

Essential Functions

The SVP operates at the highest level of organizational operations strategy, playing a critical role in supporting a decentralized approach that provides global standardization while empowering Program Countries to strengthen their internal local capacities. The SVP maintains relationships across the global network, working with THP leadership in the Global Office and country offices to solve cross-functional challenges.

Organizational Strategy and Leadership

- Serves as a core member of global management to manage global business, direct organizational strategy, ensure mission effectiveness, provide financial stability and growth, and lead change management.
- Strategically partners with the CFO on global budgeting and financial compliance, and with the DCEO to ensure US office operations and HR functions are aligned with global standards.

Operations Strategy & Oversight

- Review internal processes and identify new methods of efficiently running the organization, with an eye toward continuous improvement and effective use of resources.
- Risk and Safety: Partner with Global Risk Management and Global Grants and Compliance Leads to direct collaboration on operational risk, safety, and the development of Standard Operating Procedures (SOPs).
- IT and Security: Strengthen Global IT and Security protocols to protect our assets, personnel, and partners in high-risk, complex environments.
- Program Operations Support to Country Offices: Ensure country office operations are aligned with strategic goals to ensure seamless, adaptable and scalable implementation across all Program Countries.
- Financial Planning: Collaborate with Program Country leadership, Global Grants and Compliance and Partner Country grants teams to ensure that programmatic and operational commitments are realistic and adequately resourced.
- Support program launches, expansions, and pilots by ensuring operational readiness, staffing, and appropriate resource allocation.
- Problem Solving: Identify operational bottlenecks or barriers to effective program implementation, and lead cross-functional solutions that improve outcomes.
- Global Initiative Leadership: Act as the primary Point of Contact for the upcoming Global Operations Strengthening Initiative in partnership with our affiliate entity.
- Crisis Management: Serve as a key point of contact for crisis situations, partnering with leadership and internal communications to ensure safety and provide timely support.

Human Resources Strategy & Oversight

- People & Culture: Architect a global "People & Culture" strategy to support talent acquisition and retention, team development and succession planning in line with The Hunger Project's values and culture.

- Develop and oversee HR best practices and global standards, collaborating with country offices in onboarding and offboarding key positions, employee handbook development and compliance, performance management, accessibility and belonging, among other HR practices.
- Support the design of organizational structures and role definitions that support clarity, career development, and collaboration.
- Lead internal and coordinate external investigations of any personnel-related matters, supporting their timely and thorough resolution and organizational learning for the future.
- Actively partner with Global Working Groups that drive new ways of operating among global staff, notably the Youth Council, Staff Engagement Working Group, and Inclusion Council.

Policy Development & Oversight

- Lead the development and implementation of operational policies and practices which uphold the principles of The Hunger Project and maintain the highest standards of integrity, ethics and compliance with legal and funder requirements.
- Facilitate the training of global staff in policy implementation, monitor compliance and stay abreast of sector trends to ensure The Hunger Project's policy framework is in line with industry standards.

Qualifications

Education

- Minimum Required: Bachelor's degree or higher education
- Preferred: HR certification.

Work Experience

- 15+ years of experience in global operations and HR, specifically within international NGOs or complex global organizations.
- Proven ability to lead organizational change management in global operations and HR.
- Experience of working in diverse international locations.
- Experience of managing safety, security and IT risks in volatile international environments.

Skills

- Strong teamwork and collaboration skills; ability to work with colleagues and partners nationally and internationally, in various time zones.
- Commitment to maintaining and promoting an equitable and inclusive environment where all stakeholders are valued.
- Ability to adapt and work in a very flexible, fluid, and evolving environment.
- Exceptional written and verbal communication skills.
- Superior organizational skills; high level of accuracy and attention to detail;
- Versatility and resourcefulness needed to operate effectively as part of a small team.

- High degree of personal integrity, strong work ethic and sound judgement.

Special Skills

- Proficiency in MS Office suite, with expertise in Excel.
- High level of knowledge with Google Suite and tools.
- Slack, Zoom and other collaboration tools.
- Budget development & monitoring.
- Proficient understanding of policy and compliance matters.

Other

- Fluency in Spanish and/or French preferred.
- High level of confidentiality.
- Ability to work with a shifting daily schedule, including outside of regular working hours and days.
- Ability to travel domestically and internationally, and work on multiple time zones, as necessary.
- Commitment to THP's values, including an understanding of and compatibility with our principles and philosophy. The successful candidate will be working with a team who loves what they are doing and feels it is a privilege to be working in service of this mission.

Benefit Highlights

The salary range for this position is \$160,000-\$220,000. The Hunger Project is pleased to offer a competitive compensation and benefits package, which includes a cafeteria plan that allows employees to choose from a variety of pre-tax benefits that may include, but are not limited to health, dental and vision, a retirement savings plan with employer match and contributions, personal time off that increases with tenure, holidays, sick leave, flexible work arrangements, an Employee Assistance Program, life and disability insurance, and paid family leave.

How to Apply

Ready to bring your skills, strategic mindset and heart for service to a global mission? We'd love to hear from you. Please send your letter of interest, resume, and references for consideration to recruitment@thp.org. Please include "**Senior Vice President, Global Operations and HR**" in the subject line of your email.

Join a passionate, purpose-driven team working to create a world without hunger—and a workplace rooted in dignity, connection, and impact.