

Chief of Staff & Head of Operations



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 01, 1970

Published : Nov 24, 2025

Employment Status : Full Time

Experience : 5 - <10 Years

Salary :

Gender : Any

Career Level : Top Level

Qualification : A Bachelor's degree is required; a Master's degree

Job Description

Position: Chief of Staff & Head of Operations

Location: Hybrid-Flexible / Remote-Friendly but ideally within UTC +3 and UTC +12

Duration: 1 year

Reporting to: Chief Executive Officer (CEO) NurtureFirst

Contract Type: Full-time

About GDI: The Global Development Incubator, Inc. (GDI Africa), is a **non-profit organization independently incorporated in Kenya** in April 2017 and legally registered under the Non-Governmental Organizations Coordination Act of Kenya. GDI Africa is governed by a locally constituted Board and directly employs over fifty staff across the country and African region. GDI is renowned for launching and operationalizing initiatives aimed at systemic and scaled change. GDI's **mission is to bring together ideas, leaders, and capital to build and scale the next generation of social solutions**. Key areas of implementation include youth employment, economic inclusion for the extreme poor, gender and PWD inclusion, financing for smallholder farmers, mental health, green jobs and financing, MSME development, and sustainable economic development. GDI Africa works **deep in the community with partners and directly with participants** in all initiatives, building capacity and ensuring the voices and stories of communities, especially women, are incorporated in all of GDI's work. More on GDI's approach and work can be found on the following website: www.gdiafrica.org

About NurtureFirst: NurtureFirst works to build and strengthen the systems that support home-based childcare (HBCC) providers globally, so they can deliver evidence-based, affordable, and culturally relevant childcare wherever they are. We believe that when childcare policies and programs actively invest in the capabilities, financial sustainability, and well-being of HBCC providers, they are able to deliver higher quality care that improves child development outcomes and meets the needs of families — particularly working mothers. Our work operates on two interconnected levels:

- **In-country systems change:** We partner with governments, funders, and communities to design and scale policies and practices that uplift HBCC providers and transform early childhood outcomes. Currently operating in Kenya as our first country of focus, we plan to expand to additional countries over the next decade.
- **Global movement-building:** Alongside our country-level work, we are building a Global HBCC Alliance with partner organizations to elevate the visibility of home-based childcare worldwide, share evidence and best practices, and accelerate adoption of supportive policies across contexts.

NurtureFirst is currently incubated as an initiative of the Global Development Incubator Africa (GDI Africa). We expect to exit incubation and establish ourselves as an independent organization in mid-to-late 2026. This transition will include determining the ideal type and location of legal entities and the relationships between them. The Chief of Staff & Head of Operations will play a central role in planning and managing this transition, ensuring that compliance, people systems, and organizational processes are in place to support independence and growth.

Role Overview: As Chief of Staff & Head of Operations, you'll be both a strategic partner to the CEO and the operational leader, ensuring the organization runs smoothly. You'll help translate vision into execution, drive cross-functional initiatives, and ensure the CEO's time is focused on high-impact priorities. You'll also play a key role in board engagement, proposal development, and external communications, while overseeing the systems, processes, and resources that enable NurtureFirst to scale.

This role is especially critical at this moment in NurtureFirst's journey: you will help plan and design our transition out of incubation with GDI, and establish the independent business and people operations that will sustain our next phase of growth.

Responsibilities:

Strategic Planning & Execution

- Spearhead annual and quarterly planning processes, ensuring alignment of goals across the organization
- Develop and track objectives and key results (OKRs)
- Lead cross-functional initiatives and special projects from concept to completion
- Prepare strategic briefings, board decks, and funder updates

Board & Stakeholder Engagement

- Own the rhythm of board communications, including meeting prep, follow-ups, and reporting
- Develop compelling proposals, memos, and presentations for internal and external stakeholders
- Ensure timely and thoughtful engagement with advisors, funders, and key partners

CEO Enablement

- Act as a thought partner to the CEO
- Manage the CEO's priorities, schedule, and communications
- Ensure follow-through on decisions and commitments

Operational Leadership

- Oversee business operations (systems, compliance, data, organizational processes) and people operations (hiring, onboarding, performance management, and culture)
- Partner closely with finance leadership to ensure operational alignment with financial systems and compliance requirements
- Lead the planning and design of NurtureFirst's exit from GDI incubation, setting up the independent operational backbone of the organization
- Identify operational bottlenecks and propose scalable solutions
- Build the organizational infrastructure that enables program teams to deliver effectively
- Facilitate executive team meetings, off-sites, and planning sessions

Strategic Growth Support

- Support the CEO and leadership team in shaping and operationalizing NurtureFirst's growth and expansion strategy
- Ensure organizational readiness and alignment for expansion into new geographies

You Bring

- 8–10+ years of experience in strategy, operations, consulting, or leadership roles in mission-driven or fast-paced environments
- Exceptional communication, organization, and problem-solving skills
- High EQ and discretion — trusted with sensitive information
- Ability to review and analyze data and derive insights
- Experience working directly with executives, boards, or funders
- A bias toward action and a love of getting things done
- Agility in thinking and approach, with the ability to balance evolving priorities and long-term goals

Education: A Bachelor's degree is required; a Master's degree in Business Administration, Public Policy, Education, International Development, Organizational Development, Human Resources, or a related field is strongly preferred. Demonstrated experience in a comparable context may serve in lieu of an advanced degree.

Bonus Points

- Background in global development, public health, education, or care systems
- Experience in organizational development, HR/people operations, or nonprofit/startup operations
- Experience preparing board materials or fundraising proposals
- Familiarity with philanthropic, government, or multilateral funding processes
- MBA, MPA, or equivalent experience
- Experience scaling an organization from early stage to growth

Why NurtureFirst

- Mission-driven team with a strong culture of care and excellence
- A defining moment: play a central role in shaping NurtureFirst's independence as we transition out of incubation and establish our own operational foundation
- Opportunity to shape both the strategy and operations of a high-impact global initiative

How to Apply

If this sounds exciting to you and you meet the qualifications above, please submit a single PDF document containing a one-page cover letter and CV/resume outlining your interest in this position and why you would be a good fit. Please note that the cover letter is considered an important aspect of the application and will be evaluated against the qualifications above. Applications that do not include a cover letter will not be considered. Only shortlisted candidates will be contacted.

Applications take place on a rolling basis until the position is filled, and are to be submitted via: <https://shorturl.at/pkKLB>

Education & Experience

Must Have

Educational Requirements

A Bachelor's degree is required; a Master's degree

Compensation & Other Benefits
