



1, rue de Varembé  
PO Box 96  
CH-1211 Geneva 20 Switzerland  
  
+41 22 919 10 20  
info@icmc.net

## Director of Support Services

Vacancy notice: [01/26-2]

<b>JOB TITLE</b>	Director of Support Services
<b>LOCATION</b>	Greece (preferred) or Remote*
<b>ORGANIZATIONAL UNIT</b>	Support Services Department
<b>TYPE OF CONTRACT</b>	Full time
<b>STARTING DATE</b>	April 1, 2026
<b>CLOSING DATE FOR APPLICATIONS</b>	February 16, 2026 1700 CET

\* Note: ICMC can only hire citizens of - or those independently, legally authorized to work in - countries where ICMC has a legal presence. As of this posting those include Switzerland, the United States, Belgium, Greece, and Turkey. ICMC does not provide work visas.

### ABOUT ICMC

The [International Catholic Migration Commission](#) (ICMC) is an entity of the Catholic Church and an international non-governmental organization, working to protect and serve uprooted people – regardless of faith, race, ethnicity or nationality – including refugees, asylum seekers, internally displaced people, victims of human trafficking, and migrants. Through its worldwide network of members, ICMC implements and advocates for right-based policies and sustainable solutions to address human mobility challenges. ICMC's operations are aimed at responding to the needs of vulnerable individuals and communities, and focus on protection, humanitarian assistance, resettlement, and migration and development.

### SCOPE OF WORK

As a member of ICMC's Executive Leadership Team (ELT), the Director of Support Services leads and manages ICMC's global support services to ensure that ICMC maximizes operational efficiency and minimizes risk in new and ongoing programs. The scope includes ICMC's Headquarters, the US fundraising affiliate, 3 implementation affiliates, and other offices. The Director supervises the global Finance Team Lead, manages specialized global HR, IT, Supply Chain and Risk/Compliance consultants and contractors in HQ, and guides the activities of Support Service staff in affiliates.

### RESPONSIBILITIES

#### Team Management and Leadership

- Support **individual HQ staff and consultants** to ensure their contributions to ICMC's strategy. Onboard, manage performance, and offboard as appropriate. Manage contracts of **individual consultants and contractors** providing support services.
- Work with **support service staff in HQ and affiliate offices** (with supervisors) to:
  - Build a spirit of service to program participants, the organization, and the strategy. Ensure that the team works transparently and collaboratively.
  - Grow the capacity of the team through mentoring, training and building connections internally and externally. Create a spirit of curiosity and learning.



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## Resource Management

- Identify opportunities to enhance ICMC **policy/procedure**, oversee revisions and ensure understanding, capacity, and implementation. Ensure that commitment and payment authorizations are appropriate and observed.
- Collaboratively develop **plans** for support services that reflect value for money, integrate them in organizational strategies and annual plans to serve broader objectives, and achieve stated objectives and milestones.
- Where needed, ensure the development of **monitoring systems/reports** for support services. Use reports to track and assess efficiency/risk issues. Ensure that appropriate stakeholders are engaged in finding solutions and that gaps are addressed.
- Ensure that **enterprise risk** is effectively identified and managed.
  - Engage statutory auditors, direct cooperation as required and ensure full close out.
  - Develop an effective and efficient insurance program.
  - Manage situations of serious non-compliance in collaboration with the Secretary General, engage attorneys and investigators as needed, and recommend action including provisions where appropriate to risk.
- Act as ICMC's Microsoft tenant **administrator** and as the global **Data Controller**. Optimize information systems investments and ensure that systems and practices safeguard enterprise data.
- **Represent** support service issues to the ELT and Board.

## Donor Stewardship

- Co-develop management plans and approve financial plans, for project **proposals** for institutional donors in coordination with Director of Programs.
- Ensure that relevant donor **compliance** requirements are known and observed, particularly but not exclusively during program start up, and when appropriate, adapt procedures to accommodate requirements.
- Review donor **reports** on support services including financial reports, inventories, internal control assessments, etc. Identify and address gaps in performance.
- Facilitate ICMC responses to **donor audits**, ensure the cooperation of support service staff, resolve issues and close these in collaboration with the Secretary General.
- Engage support staff and consultants in the full **closeout** of award-associated support services.

## KEY WORKING RELATIONSHIPS

- Reports to: ICMC Secretary General
- Internal: Finance Team Lead, Executive Leadership Team members, Heads of Office/equivalents, Operations staff in ICMC affiliate offices,
- External: Operations consultants and contractors, auditors, donor representatives and staff in peer organizations (as related to support services)

## REQUIREMENTS

- Master's degree in business administration, and/or a support service specialization (preferably Finance).
- Minimum of eight years of providing relevant support services to program teams. Experience in an INGO and in a program-implementing country preferred.



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- At least four years' experience of direct support service staff management. Experience with leadership of a community of practice including matrixed leadership of communities of practice across functions/cultures /locations/ programs/ entities.
- Experience with managing outsourced support services, including contract administration. Experience with management of IT service providers preferred.
- Experience with institutional, private and other donors, including design, monitoring, reporting, audits of support services.
- Experience leading multi-activity audit responses and managing investigations.
- Experience representing issues to senior leadership, including Boards/equivalents.
- Professional proficiency in written and spoken English. Fluency in a second language (Arabic, French, Italian, or Greek) is a plus.
- Willingness and ability to travel up to 10% (international).
- Experience using ERP systems, MS Office, Adobe Pro, and Web Conferencing Applications.

#### Soft Skills and Attitudes

- Demonstrates strong strategic, analytical, and systems thinking with the ability to see the big picture, exercise sound judgment, communicate clearly, and make effective decisions in complex environments.
- Builds strong relationships with internal and external stakeholders at all levels; proactive, resourceful, solutions- and results-oriented.
- Demonstrates personal accountability, acts with integrity aligned to organizational values, builds trust through consistent actions, collaborates effectively across diverse teams, and remains open to continuous learning.
- Leads change through agility and innovation, develops and recognizes others to strengthen team performance, and applies a strategic mindset to translate and execute organizational priorities.

#### HOW TO APPLY

Interested candidates should submit a detailed CV of maximum four pages, a motivation letter, at least two professional references with their full contact details, of whom one must be the last or current supervisor, and a completed [reference check consent form](#) via email to [recruitment@icmc.net](mailto:recruitment@icmc.net). The applicant's full name and the Vacancy Notice [01/26-2], must be quoted in the email subject line.

The closing date for receiving applications is **February 16, 2026 1700 CET**.

Applications will be evaluated upon reception and interviews with shortlisted candidates may be conducted before the closing date. Referees may be contacted prior to the interviewing stage.

Owing to the volume of applications, ICMC regrets that only applicants short-listed for an interview will be notified.

***ICMC is committed to equal employment opportunities for all applicants. ICMC does not discriminate on the basis of race, gender, color, national origin, religion, physical or mental ability, marital status and age.***



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**By submitting an application, you agree that ICMC collects and manages the information that you provide. Your personal information will be treated with strict confidentiality and will be used for recruitment purposes only. You agree that your data may be shared with staff of donors funding the position, if any. You have the right to withdraw that consent by writing to [recruitment@icmc.net](mailto:recruitment@icmc.net) at any time.**

**ICMC is committed to a Zero-Tolerance Policy toward sexual exploitation, abuse and all forms of unlawful harassment, including but not limited to sexual harassment.**

**ICMC is a member of the Inter-Agency Misconduct Disclosure Scheme (<https://www.schr.info/the-misconduct-disclosure-scheme>). In line with this Scheme, we will also request information from candidate's previous employers about any findings of sexual exploitation, sexual abuse and/or sexual harassment during employment, or incidents under investigation when the candidate left employment.**

**By submitting your application, you declare your consent for ICMC to request, and your former employers to disclose, details concerning misconduct.**