GoodCitizen

Chief Operating Officer
Panorama Global
Remote, Seattle Preferred

About Panorama Global

Panorama Global is a platform for social change dedicated to solving the world's most intractable problems. Panorama Global's goal is to maximize social impact by partnering with visionary leaders, social entrepreneurs, nonprofit organizations, and the private sector to codevelop solutions with audacious thinking, radical collaboration, and bold action. Panorama Global's value proposition is helping partners to operate in smarter, more impactful, and more efficient ways.

The Panorama Group is a community of organizations that includes:

- Panorama Global, a social impact nonprofit that empowers changemakers through radical collaboration
- Panorama Strategy, a social purpose consultancy that accelerates progress for clients through audacious thinking
- Panorama Action, which mobilizes voices and resources through bold action.

The Opportunity

This is an opportunity to work in an innovative, maturing organization across an exciting array of initiatives at the highest levels of philanthropy and impact. Since its founding eight years ago, Panorama Global has grown rapidly in both size and complexity. Custom program support and development, fiscal sponsorship, and a revenue-driven model characterize Panorama Global's unique operational landscape.

This is a new role reflecting Panorama Global's success to date and appetite for process and systems improvement to support their staff and partners. Reporting to the visionary Founder and CEO, the Chief Operating Officer (COO) is responsible for implementing and overseeing day-to-day business and people operations that drive Panorama Global's strategy. They will partner with the CEO to understand business objectives and opportunities and then set out to operationalize them across business lines, allowing the CEO to be more externally focused and ensuring the highest level of operational capability, performance quality, and systems so Panorama Global can build for scale.

With its unique distributed portfolio, Panorama Global offers the new COO the opportunity to design how the talented team gets things done to make social impact happen across multiple issues and multiple business lines. This role will build, mentor, and guide teams across HR, finance, strategy, IT and operations functions. It has two direct reports: the VP of Finance and Operations and the VP of People & Culture.

Key Responsibilities

Strategic Leadership
- Develop and execute operational strategies aligned with Panorama Global's vision and business objectives.
- Oversee strategy for managing growth, change, and organizational development.
- Champion data-driven decision-making and track performance metrics across business systems and functions.
- Collaborate with the CEO to translate strategic goals into actionable plans.

Operations Management and Innovation
- Lead daily operations of a complex service-oriented organization.
- Focus on people-first process improvement, alleviating pain points, managing resources, and creating opportunities for efficiency and enhanced productivity as the organization grows.
- Evaluate new business and revenue opportunities and support go/no go strategy, models, and analysis.
- Support key functional areas of grantmaking and fiscal sponsorship, ensuring grant and contract operations run smoothly and compliance requirements are met.
- Provide timely inputs for co-design and development of initiatives, proposals, briefings/debriefs, reports, and knowledge-sharing efforts.

Finance, Risk, and Compliance Oversight
- Support budget management and cost control in collaboration with the VP of Finance.
- Oversee financial audits and filing of IRS Form 990.
- Ensure financial processes are maximally efficient and provide service to partners with minimal friction.
- Ensure operational compliance with all regulatory, legal, and safety standards.
- Guide risk management strategies to mitigate potential business disruptions.
- Oversee the organization's crisis management plan and business continuity strategies.

Technology Infrastructure
- Ensure IT systems, platforms, and organization-wide technology align with organizational needs.
- Assess, oversee, and supplement Panorama Global's IT resources and data security in partnership with IT service provider.
- Implement tools for data tracking and business process improvements.

People & Culture
- Oversee and support People & Culture team
- In collaboration with the VP of People & Culture, ensure seamless and accurate delivery of HR services for all staff.
- Ensure strong HR policies, processes, compensation, benefits, and performance management systems are in place to attract and retain talent.
- Provide strategic counsel on enterprise growth, workforce planning, and organization-wide structure to meet the needs of staff and partners.

Ideal Candidate

Panorama Global seeks a seasoned operations leader with the vision and experience to thrive in a high-impact role. Adept at managing the complexities of a multifaceted nonprofit

organization, the ideal candidate will bring demonstrated experience in sector-specific operational leadership, particularly experience in navigating rapid growth and new and emerging business opportunities.

This role requires a leader who is entrepreneurial, adaptable, and comfortable rolling up their sleeves. We seek an impact professional who embraces everyday challenges and ambiguity as opportunities to lean in and act, who demonstrates curiosity and a service mindset, and is committed to asking questions and learning.

The COO needs to be skilled at introducing and managing strategic growth while balancing the practical applications of daily operations on staff and client partners. This role is critical to fostering internal cohesion across departments; the ability to excel in building trust and collaborative relationships.

The new COO must possess the financial acumen necessary for high-level oversight of budgeting, financial planning, and risk management in a high-transaction, service-oriented nonprofit. They also bring a positive business mindset to assessing and analyzing ideas and opportunities to strengthen Panorama Global's evolving platform for social change.

Embracing Panorama Global's approach of people and partner-first leadership, this individual will have a strong voice at the executive leadership level and must be committed to adding value as a champion of the organization's mission and goals. They will play an important internal leadership role in actively advancing a culture of accountability, inclusivity, and continuous improvement across the team.

Qualifications

With the understanding that no person will offer every desired skill and characteristic outlined below, compelling candidates will offer much of the following:

- 10+ years of relevant professional experience in a COO or similar executive role within the nonprofit sector.
- Understanding of operational functions (budgetary and operational planning, business analysis and finance, technology, and human resources). Experience in fiscal sponsorship is a plus.
- Sophisticated level of business acumen and the ability to balance program delivery, budgetary constraints, and an ever-changing operating environment.
- Excels in fast-paced, growing organizations, optimizing operations and evaluating new ways of creating efficiencies.
- Experience assessing risk and making recommendations on organizational risk levels.
- Strong interpersonal and relationship-building skills. Ability to communicate effectively with staff, partners, and board with cultural sensitivity and adaptability
- Demonstrated ability to effectively manage a high volume of work with multiple projects and competing priorities simultaneously.
- Commitment to service and people-first systems that support team members and partners in reaching shared social impact goals.

Compensation and Benefits

The anticipated salary range for this role is $240,000 - $260,000. Additionally, Panorama Global offers a comprehensive benefits package. This is a full-time position. While the preferred location is Seattle, WA where Panorama maintains an office, remote candidates in the U.S. will be considered. Work authorization in the U.S. is required.

Panorama Global's EEO Statement

Panorama Global is committed to creating a diverse team and is proud to be an equal-opportunity employer. We know that representation matters in the workplace and with our partners; to that end we are committed to a hiring process grounded in equity and inclusion. All qualified applicants will receive consideration without regard to race, color, religion, citizenship or immigration status, national origin, caste, genetic information, gender identity, gender expression, sexual orientation, marital status, veteran status, political ideology, the presence of any physical, mental, or sensory disability, age, or any other status or characteristic protected by federal, state, or local law.

Panorama Global complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact our search partners at GoodCitizen below.

To Be Considered

Please submit your resume and cover letter expressing your interest in the position and fit for the role via the "Become a Candidate" button.

Applicants applying by January 6, 2025 will be given priority consideration, with the position open until filled.

GoodCitizen has been exclusively retained by Panorama Global to lead this search. For questions, please contact:

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