



JOB OVERVIEW

JOB TITLE	Chief Operating Officer (COO)
ROLE	Leadership Post
NEXT REVIEW	July 2027
JOB LOCATION	Bandar Seri Begawan, Brunei Darussalam
GENERAL DESCRIPTION	<p>The Chief Operating Officer (COO) provides strategic and operational leadership across all non-academic functions of the school to ensure a safe, efficient, and future-ready learning environment. As a key member of the Senior Leadership Team (SLT), the COO leads the school's operational strategy, ensuring alignment with Miftah An-Nur's ethos and long-term vision. The postholder oversees facilities, ICT and digital infrastructure, finance and procurement operations, health and safety, admissions, marketing and communications, and administrative services — fostering a culture of service, excellence, humility, gratitude, and sincerity.</p>
REPORTS TO:	Executive Principal

PERSON SPECIFICATION

Qualifications & Experience

- Bachelor's degree in Business Administration, Management, or related field (Master's preferred).
- Minimum 5 years of senior operational or administrative leadership experience, ideally in an educational or service environment.
- Proven success in managing teams, budgets, and cross-departmental projects.
- Experience with ICT systems management, data security, and digital transformation (desirable).
- Experience with school MIS systems (e.g., Bromcom, Engage, iSAMS) is advantageous.

Skills and Knowledge

- Strong organisational and project management skills.
- Excellent written and verbal communication abilities.
- Proficiency in Microsoft 365 and digital collaboration tools.
- Sound understanding of finance, HR, procurement, and facilities management.
- Ability to manage competing priorities in a fast-paced, multicultural environment.

Personal Qualities



- Collaborative and solution-focused leader who models professionalism and humility.
- Demonstrates integrity, discretion, and sound judgment.
- Committed to continuous improvement and capacity building.
- Reflects Miftah's core values of Excellence, Sincerity, Service, Gratitude, and Humility.
- Culturally sensitive and able to work effectively within an international and Islamic school context.

PROFESSIONAL ACCOUNTABILITIES

Strategic Leadership

- Serve as a key member of the Senior Leadership Team, contributing to whole-school strategic planning and execution.
- Translate the school's strategic development plan (SDP) into operational priorities and measurable outcomes.
- Lead data-informed decision-making to improve efficiency, cost-effectiveness, and service quality.
- Support the Executive Principal in financial forecasting, sustainability planning, and risk management.

Leadership and Team Management

- Lead and develop all non-academic teams including Facilities, ICT, Marketing, Security, Transport, Admissions, and Administrative Support.
- Establish clear goals, performance indicators, and development pathways for operational teams.
- Foster a culture of collaboration, accountability, and continuous improvement.
- Act as the main liaison between the operations teams and academic leadership to ensure seamless coordination.

ICT & Digital Infrastructure

- Provide strategic oversight of the school's ICT systems to ensure reliability, security, and future readiness.
- Oversee implementation, maintenance, and integration of key platforms (Microsoft 365, Bromcom MIS, and other systems).
- Lead ICT upgrades, cybersecurity measures, and digital transformation initiatives.
- Ensure compliance with data protection, information security, and digital safeguarding standards.

Marketing, Communications & Admissions

- Oversee development and implementation of the school's marketing and communication strategy to enhance visibility and community engagement.



- Ensure brand consistency across digital and print platforms, including the website, social media, and newsletters.
- Support admissions and outreach campaigns aligned with enrolment targets.
- Manage relationships with external marketing vendors, designers, and media partners.

Facilities, Security, & Health & Safety

- Ensure that the school campus, buildings, and grounds are safe, functional, and well maintained.
- Oversee preventive maintenance schedules and ensure compliance with health, safety, and environmental standards.
- Manage vendor relationships and contracts for cleaning, security, and maintenance services.
- Lead campus development planning and ensure efficient allocation of resources for school and community use.

Resource & Process Management

- Oversee the effective management of administrative and operational budgets.
- Ensure procurement processes are transparent, cost-effective, and compliant with school policy.
- Implement systems for inventory, resource tracking, and reporting.
- Support financial planning related to operations and infrastructure.

Liaison and Compliance

- Act as the primary point of contact for operational matters with government agencies, vendors, and service providers.
- Ensure operational compliance with regulatory, safeguarding, and accreditation standards (e.g., CIS, MoE).
- Coordinate administrative support for inspections, audits, and accreditation reporting.

SPECIAL CONDITIONS

- Occasional after-hours or weekend work may be required for major school events.
- The postholder may be required to undertake other duties commensurate with the role, as directed by the Executive Principal.

Please note that this is illustrative of the general nature and level of responsibility of the role. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Executive Principal.