



Chief Operating Officer – Robogals Global

Volunteer Role | ~8 hours/week

Reports To:

Chief Executive Officer (CEO)

Collaborates closely with: Senior Leadership Team (SLT), Regional Executives and Chapter Leaders

Term:

Initial appointment of 2 years (voluntary, renewable)

Remuneration:

Volunteer role – no financial remuneration

Travel costs for events (e.g. SINE) may be supported by Robogals Global

About Robogals

Robogals is a global, volunteer-led, not-for-profit organisation that aims to inspire, engage, and empower young women into engineering and related fields. Through university chapters across Asia Pacific, EMEA, and North America, our volunteers deliver workshops, events, and outreach that build STEM confidence in girls. Since 2008, we've reached over 100,000 students and built a thriving, values-led international community.

Robogals is powered by innovation, inclusivity, and the belief that early exposure creates opportunity. Our values – **Integrity, Community, Passion, and Innovation** – guide our leadership and day-to-day practice.

About the Role

As Chief Operating Officer (COO), you will lead the operational execution of Robogals' global mission. This is a strategic, hands-on leadership role focused on designing and refining systems that empower regional teams and chapter volunteers to thrive.

You'll oversee delivery of Robogals' programs, support regional and global teams, manage internal infrastructure, and ensure we deliver on our promises to partners. This role balances structure with flexibility, and is ideal for someone who enjoys building scalable systems and enabling others to lead.

Key Responsibilities

- Lead global operational planning, enabling the delivery of Robogals' annual strategy
- Design and maintain scalable systems for team coordination, chapter support, and internal communications
- Build and manage lightweight policies, toolkits, and documentation to support a consistent volunteer experience
- Oversee partnerships program delivery and implementation, ensuring aligned reporting, coordination, and impact tracking
- Coordinate cross-functional projects across regions, aligning timelines, priorities, and dependencies
- Work closely with the CEO and Chief of Staff to maintain clarity and focus across initiatives
- Collaborate with the CFO on operational budgets, vendor management, and resource allocation
- Act as the first point of contact for operational risks, escalations, or incident response
- Enable continuous improvement by tracking key indicators, gathering feedback, and evolving operations accordingly
- Provide mentoring and coaching to team members, fostering growth, skill development, and leadership within the organisation

Strategic Innovation Areas

In addition to core delivery responsibilities, the COO will help Robogals evolve its operating model in line with modern nonprofit practices:

Organisational Design & Scale

- Help build operational models that support decentralised leadership, peer learning, and autonomy within regions
- Explore sustainable team structures (e.g. Regional Ops Leads, rotating coordinators) to reduce bottlenecks and burnout

Systems Thinking & Process Optimisation

- Map and streamline the volunteer journey from onboarding to offboarding
- Introduce process automation and light-touch SOPs to support quality, equity, and scale

Volunteer Engagement & Enablement

- Champion a culture of belonging, learning, and agency across all levels of the volunteer network
- Develop frameworks for recognition, onboarding, succession, and leadership development

Data-Driven Operations

- Work with the tech and impact teams to gather, interpret, and act on volunteer and program data
- Integrate light-touch metrics into operations to support decision-making, reporting, and forecasting

Partnerships Program Management

- Support delivery of corporate and community partnerships, ensuring operational alignment and smooth program rollout
- Track milestones, deliverables, and reports required by partners, and ensure internal teams are supported to deliver on commitments

Internal Communications & Transparency

- Establish clear cadences for team updates, status reporting, and operational visibility
- Drive consistent documentation and knowledge sharing across regional and global teams

Cross-Functional Collaboration

- Act as a bridge across departments to support joint initiatives, timelines, and handoffs
- Promote clarity in role ownership, decision-making, and accountability across the SLT

Organisational Resilience & Future Readiness

- Design adaptable systems that support Robogals through change, growth, and complexity
 - Champion learning, documentation, and succession planning to reduce single-point-of-failure risks
 - Support scenario planning, risk management, and sustainability efforts (people, processes, partnerships)
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Ideal Candidate

You bring:

- Proven experience in operations, project delivery, or organisational management (nonprofit or volunteer-based settings preferred)
 - Strong systems thinking and the ability to turn vision into practical, scalable processes
 - Experience managing or supporting program delivery and partnerships in a mission-driven environment
 - Excellent coordination and prioritisation skills – especially across time zones and volunteer teams
 - Strong interpersonal skills and the ability to support, influence, and empower others
 - A passion for diversity, education, and equitable access to STEM
 - A mindset grounded in curiosity, care, and clarity
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Bonus (Nice to Have)

- Experience with distributed team models, governance, or cross-regional delivery
- Familiarity with project management tools like Notion, Trello, Airtable, or Slack
- Background in facilitation, documentation, or service design

- Experience reporting to corporate or philanthropic partners on program outcomes
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Time Commitment

Approximately 8 hours per week

Availability for some evening meetings in GMT+10 (AEST)

How to Apply

Please email ceo@robogals.org with:

- A short paragraph outlining why you're interested in this role
 - A paragraph describing your relevant experience and what you'd bring to the team
 - Your CV (max 2 pages)
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Robogals is committed to inclusivity — all genders, backgrounds, and levels of experience are encouraged to apply. If you believe in our mission and want to help us scale impact across the globe, we want to hear from you.