Chief Operations Officer (COO)

Deadline 21 August 2026

About Mojaloop

The Mojaloop Foundation (MLF)maintains and promotes Mojaloop, the world's leading open-source interoperable payments platform. Deployed across more than a dozen countries, Mojaloop enables instant, low-cost payments by connecting banks, mobile wallets, and other financial service providers through a shared switching layer — helping drive financial inclusion at scale.

About the Role

The COO ensures that MLF has the financial strength, operational resilience, and financial integrity required to achieve its mission of promoting inclusive, instant and interoperable payment systems to facilitate access to essential goods and services in developing countries. The COO role provides strategic leadership across finance, grants management, procurement, Human Resources management, risk and compliance ensuring that resources are used efficiently, transparently, and in line with MLF's policies, procedures and long-term priorities.

By embedding robust financial governance, risk management, and value-for-money principles, the COO safeguards MLF's credibility with funders and stakeholders while enabling the organisation to innovate and grow. Acting as a trusted advisor to the CEO and Board, the role plays a central part in aligning financial and operational strategies with MLF's mission and long-term development objectives.

Responsibilities & Requirements

Finance and Sustainability

- Provide thought leadership on good practice in financial and operational management, ensuring resources are optimally utilised to achieve MLF's strategic objectives.
- Oversee financial and operational reporting, ensuring accuracy and compliance with accounting standards, regulations and Funders' guidelines.
- Manage relationships with major funders (Foundations, DFIs, Multilateral Institutions, Investors) on reporting, compliance, and impact.
- Support diversification of the funding base — grants, membership/subscription fees, fee-for-service arrangements with adopters and other key stakeholders and in line with the foundation's long-term sustainability model.
- Ensure that the CEO and Board receive high-quality financial and operational analysis to support informed decision-making on resource allocation and priorities.
- Serve as the financial and contractual point of contact for new and prospective funders and service providers and work with the CEO to establish clear expectations on MLF's systems, procedures, and compliance standards.

Operations and Delivery

- Own end-to-end operating rhythm: annual planning, budgeting, Objectives and Keys Results (OKRs), and quarterly business reviews across the different functions: engineering, product, Go to Market, etc.
- Oversee delivery operations, ensuring commitments to funders and partners are met on time and on budget

- Build and maintain organizational processes (procurement, vendor management, grants administration, risk management) that scale with a distributed, multi-jurisdiction team
- Ensure things are running smoothly within the Virtual Inc Operations and MLF team, including maintenance of consistent records, adherence to the ways of working (as outlined in the Operations Manual), and introducing recommendations for improvement.
- Champion Value for Money across MLF operations ensuring financial and operational decisions prioritise cost-effectiveness, efficiency, and measurable impact.

People and Organization

- Manage MLF's talent, culture and org-design functions for a globally distributed team spanning engineering, product, Go to Market and other roles.
- Build a scalable operating structure as the foundation grows its footprint and partner network.
- Coordinate performance appraisals in close collaboration with supervisors and direct reports.
- Lead and manage the team towards high standards of performance through clear roles, supportive systems, and prompt action on any teamworking challenges, conflicts, or performance bottlenecks.
- Ensure adherence to good HR management practice, including the implementation of inclusive policies, a safe and enabling working environment, and full compliance with legal and statutory obligations.

Technology and Platform Alignment

- Work closely with engineering/product leadership to ensure operational capacity (support, documentation, partner enablement) keeps pace with platform development.
- Help translate technical roadmap decisions (e.g., modularity, extensibility) into operational and commercial implications — since architecture choices directly shape which funding/delivery models are viable.
- Oversee IT, data governance, and security operations for the foundation itself.

And other duties as requested by the CEO

Qualifications & Experience

- Degree in Finance, Accounting, Business Administration, Economics, international development, Economics, Public Policy, or related field preferred or a related field
- Postgraduate training in financial management, risk, or systems development/technology is an advantage
- Excellent written and spoken English required; French is an advantage.
- 10+ years of progressive operations, finance, or general-management experience, including at least 5 years in a senior operating role (COO, VP Ops, or similar).
- Demonstrated experience managing budgets, financial reporting, and funder/investor relationships.
- Experience working with or within technology organizations — comfortable with engineering delivery cycles, product roadmaps, and technical trade-offs, even without a hands-on engineering background.
- Experience in international development, fintech/financial inclusion, or a related sector.
- Track record managing distributed, multi-country teams.

- Background spanning both finance and technology sectors (e.g., fintech operator, technology-focused PE/VC operations, or corporate development in a financial-services technology company).
- Familiarity with open-source governance models and nonprofit/foundation funding structures (grants, membership dues, fee-for-service).
- Experience with digital public infrastructure, payment systems, or financial-inclusion initiatives specifically.
- Track record of effective grants management, donor compliance, and financial reporting for large-scale funding agreements; strong knowledge of donor financial management and risk mitigation
- Experience with financial and operational digital systems, including ERP and automation tools
- Experience working in a multidisciplinary environment with multicultural societies
- Advanced knowledge of International Financial Reporting Standards (IFRS), financial planning, corporate governance, and cost control
- Demonstrated success in leading teams, optimising business processes, and effectively managing and mentoring staff to support organisational goals

Application – Deadline 21 August 2026

Send a CV, compensation expectations, and cover letter to recruitment@mojaloop.io.