



Operations & Programs Manager | Governance, Policy & Human-Centred Execution

Address Sollentuna, Sweden
Contact +46 7 20 06 06 16
nathalie.hosari@gmail.com

www.nathaliehosari.com

Summery

Operations and programs professional with a multidisciplinary background in education, design, and systems thinking, and extensive experience across NGO, foundation, and academic environments. Works at the intersection of governance, policy, and execution, applying a human-centred, sustainability-informed approach grounded in research and data analysis. Experienced in operational and financial oversight, risk awareness, stakeholder coordination, and executive-level reporting across jurisdictions.

Education

Amsterdam University of Applied Science **MSc Degree in Digital Design -Digital Media and Creative Industries**

2022-2023 Focus: User-Centered Design, User Experience (UX), Interaction Design, Digital Innovation - Communication, Research-led innovation

Linnaeus University **Bachelor of Arts in Design + Change**
2019-2022 Focus: Sustainable design, systems design, systems thinking, social innovation, sustainability-driven innovation

School of Art **Bachelor of Arts in Art & Design Education**
2000-2003 Focus: Visual Storytelling, Digital Media, Curriculum Development, Educational Content Creation

Languages

Arabic Native
English Fluent
Swedish Fluent

Professional Experience

Operations, Governance & Programs Lead - EAO
AKDN/AKF/National Council *Sep 2025-Present*

- Provide operational, governance, and program leadership across NGO and foundation environments.
- Support policy interpretation, adaptation, and execution across jurisdictions.
- Coordinate financial oversight including invoice review, cost tracking, and approval workflows.
- Support executive and board-level stakeholders with structured reporting, briefings, and follow-ups.
- Identify operational risks and system gaps; contribute to mitigation and decision support.
- Manage timelines, dependencies, and execution across multi-actor initiatives with a human-centred, sustainability-informed approach.

Outreach Coordinator | Operations & Program Manager

Linnaeus University *Sep 2023-Present*

- Support operational delivery of departmental programs, outreach activities, and research-related projects.
- Coordinate onboarding and ongoing support for staff across internal systems (TimeEdit, Moodle, Microsoft Teams).
- Design and deliver internal workshops and guidance on digital tools and administrative workflows.
- Act as liaison between faculty, researchers, administration, and external stakeholders to ensure regulatory and procedural alignment.
- Support stakeholder coordination and internal compliance requirements related to academic operations.
- Contribute to process improvement, reporting structures, and operational clarity.

Core Expertise

- Program & Operations Management
- Governance & Board-Level Support
- Policy Development, Adaptation & Implementation
- Financial Oversight & Invoice Coordination
- Risk Awareness & Compliance Support
- Stakeholder & Cross-Institutional Coordination
- Executive Communication, Reporting & Briefings
- Research, Data Analysis & Evidence-Informed Decision Making
- Systems Thinking & Sustainability-Informed Design
- Service & Systems Design for Operational Contexts

Operating Principle: Human-centred, sustainability-informed execution of policy, governance, and operations.

Core Skills

Operational & Governance Skills

- Program and project coordination
- Policy implementation and operationalisation
- Financial tracking, invoicing, and approvals
- Risk identification and mitigation support
- Stakeholder coordination and regulatory awareness

Communication, Strategy & Digital Systems

- Strategic communication and coordination (internal & institutional)
- Executive reporting, briefings, and documentation
- Digital systems design and implementation for operations
- Collaboration tools and workflow optimisation
- Data-informed decision support

Analytical, Design & Educational Skills

- Systems thinking and systems mapping
- Sustainable design and social innovation approaches
- Research, analysis, and reporting
- Facilitation, internal workshops, and capacity building
- Design-led problem solving

Soft Skills

- Strategic judgement and discretion
- Cross-cultural communication
- Adaptability in complex environments
- Structured problem solving
- High accountability and reliability

Professional Experience

Municipal & Community-Based Programs - Program Lead | Integration, Education & Sustainability

Karlshamns Kommun

2016-2019

- Led and coordinated community programs in collaboration with municipalities and the Swedish Church.
- Designed and managed initiatives focused on integration, women and children, education, and environmental sustainability.
- Coordinated multi-stakeholder partnerships across public sector, civil society, and community organizations.
- Managed program delivery, reporting, and local compliance requirements.
- Applied design-led and educational approaches to strengthen participation, inclusion, and long-term impact.

Design & Art Teacher

Multiple Locations: Syria- UAE - Sweden

Sep 2003- Jun 2019

- Delivered teaching and facilitation in design and art education, contributing to visual communication, storytelling, and educational material development.

Volunteer Experience

Chairman of Education Board

Sweden Council - UK

Dec 2023-Oct 2025

Focus: Governance oversight, education strategy, stakeholder coordination, policy alignment.

BUILD - Project Lead

Program leadership, planning and delivery, cross-stakeholder coordination, reporting.

Translation Committee

National Council - UK

Oct 2025-Present

Institutional translation support, accessibility, cultural and linguistic accuracy.