

Title: Operations Director

Location: London, UK

Travel: This role will involve intermittent travel

Term: Permanent

Start Date: April/May 2017

Reporting Relationship: The position will report to the Vice President, Operations

ICHOM – Background:

ICHOM is a non-profit organisation committed to transforming health care to a value-based system through universal measurement and reporting of patient outcomes. ICHOM was co-founded in November 2012 by Professor Michael Porter of Harvard Business School, the Boston Consulting Group, and Professor Martin Ingvar of the Karolinska Institutet. Its mission is to unlock the potential of Value-Based Health Care by defining global Standard Sets of outcome measures that really matter to patients for the most relevant medical conditions and by driving adoption and reporting of these measures worldwide.

Our primary activities are: Standard Set development and maintenance, Implementation support, Value-Based Health Care education, and Benchmarking. Standard Set development is the core of what we do. ICHOM brings together leading experts from around the world and together we develop global Standard Sets of outcomes. ICHOM supports the implementation of these Standard Sets through two models. The first involves communities of hospitals collaborating to implement a single Standard Set and is centrally project managed by ICHOM through a structured series of community calls, facilitating participants through key actions of the implementation process. The second is a higher touch model, which uses a mixture of 1:1 remote project management along with on-site visits timed to assist with the key implementation steps. Value-Based Health Care education consists of delivering education courses, the codification of knowledge and the organization and delivery of national and international conferences. Lastly, this year we launched the Global Outcomes Benchmarking (GLOBE) program, a new international benchmarking program that will compare outcomes data between hospitals from sites around the world.

Job description:

The Operations Director is a senior position within ICHOM charged with managing day-to-day operations across the organization (covering both London and Boston offices), ensuring ICHOM continues to run smoothly and efficiently. As ICHOM is a rapidly growing organization, this role demands the ability to manage operations to the highest standard, as well as having the ability to develop and implement new operational structures and processes.

Duties and responsibilities:

- Day-to-day management of operations across the organization.
- Data management
 - Responsible for management of the cloud based file storage system (Box) to:
 - Ensure it is structured in an efficient format and content remains upto date
 - Ensure it complies with data storage laws
 - Responsible for ensuring all Standard Power Point files are kept upto date
- Strategic Communications
 - Responsible for development of the quarterly newsletter
 - Responsible for implementing the new website structure, leading the interaction with our web developers
 - Responsible for ensuring that the processes are in place to ensure the highest standards of consistent external communication by all ICHOM team members
- Human Resources
 - Responsible for maintenance of the HR manual in the US and development of the HR manual in the UK
 - Responsible for managing recruitment and on-boarding processes
 - Responsible for ensuring the London and Boston offices comply with HR laws
- Finances
 - Responsible for managing all accounts payable and ensuring payment is processed
 - Responsible for reviewing and processing all expense receipts
- Office Management
 - Responsible for ensuring both London and Boston offices are kept fully stocked with essential supplies
 - Responsible for ensuring office rent is payed and leases are kept up to date
- Compliance
 - Working with the VP Operations, responsible for ensuring ICHOM's London and Boston offices are compliant with local laws and customs
- Internal meetings
 - Responsible for co-ordinating the biweekly organization wide video conference meeting
 - Responsible for ensuring the agenda is circulated and that all material is prepared in time

Qualifications

- Very strong organizational skills, with outstanding attention to detail
- Very strong interpersonal skills
- Very strong written and verbal communication skills
- Very strong decision-making capability and proactive approaches to problem-solving
- Excellent team player
- When solving problems, actively seeks opportunities and proposes solutions

Education

- Bachelors degree required
- Experience of operations management, preferably in a non-profit organization
- Fluency in English as a primary written and spoken language
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint) and Adobe Acrobat.

Salary

- Commensurate with experience

Further information

Interested candidates should forward a résumé and 1-page covering letter to Dr Thomas Kelley - t.kelley@ichom.org with Operations Director in the subject line.

Closing date

Friday 17th March at 5pm GMT