

Title: Vice President of Operations/COO

Travel: This role will involve intermittent travel

Term: Permanent (Full time and Part time available)

Reporting Relationship: The position will report to the President & CEO

Direct Reports: This position will have 8 direct reports

ICHOM – Background:

ICHOM is a non-profit organisation committed to transforming healthcare 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, Stefan Larsson from 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.

ICHOM brings together leading experts from around the world with a number of different initiatives. Standard set development remains at the core of what we do and we have produced 38 standard sets so far. This work is widely publicised through our annual conference, in 2019 more than 1200 delegates from 44 countries attended the largest gathering of VBHC professionals. Following the global pandemic the conference has been delivered through a series of virtual events, concluding with the largest virtual event for 3 days in November 2020. Our Partner Programme offers implementation support to providers who require help implementing standard sets. Our online community, ICHOM Connect, offers a space for healthcare professionals to meet, discuss, evaluate and benchmark their projects and future work. ICHOM is now committed to the development of machine readable standard sets and the facilitation of global benchmarking.

Job description:

As a small, dynamic and fast moving organization we don't have a conventional operations department. The biggest focus of this small but perfectly formed team is the delivery of a huge amount of content including the annual conferences, marketing and ICHOM Connect. In addition, you will manage finance, HR, processes, technology, data and sales. You will have experience working in an events and/or subscription organization in a similar role.

Duties & Responsibilities:

Duties include but are not limited to:

- Achieving the delivery of the ICHOM Conferences
- Growing engagement of ICHOM Connect
- Overseeing the day to day office operations (including HR and Finance) across 2 offices (Boston and London) and managing office administrators at both sites

- Managing an external accounting team and creating summary reports for both the ICHOM management team and the ICHOM board (e.g., cash-flow projections, Budget tracking, etc)
- Overseeing the development of Board presentations and delivering financial and operational updates
- Supporting the sales of all ICHOM products and services including the Partner Program
- Assisting the President/CEO on management and administrative tasks
- Defining project plans, setting milestones, and running meetings for a range of internal programs
- Overseeing ICHOM's communications with its stakeholders and partners
- Proving thought leadership inside and outside the organization

Work Experience / required proficiencies:

- Demonstrated leadership and people management experience
- Strong communication skills and comfort developing and presenting content to audiences of varied seniority
- Proficiency working with standard financial statements. Familiarity with small business accounting and or non-profit account rules would be an additional benefit
- Experience managing and driving multiple operational work streams
- Experience working in a fluid environment where multiple hats are often worn and comfort switching between tasks frequently
- Experience working in an events and/or subscriptions environment
- Experience managing HR and Finance across multiple jurisdictions to ensure compliance with local laws would be an additional benefit
- Specific experience in office management and/or project management is highly desirable.
- Fluency in another language would be beneficial but not essential

Qualifications

- An undergraduate degree is required with a postgraduate qualification favorably viewed
- 5+ years of work experience in a fast-paced environment with ownership of multiple work streams
- Experience in the healthcare industry helpful though not essential

Additional characteristics

- A strong passion for improving health care
- Fluency in English as a primary written and spoken language is required.
- Excellent writing and presentation skills
- Strong MS Word, PowerPoint and Excel capabilities (proficiency using Xero is a bonus)
- You like working in a fast paced, agile environment

Location

ICHOMs Headquarters are in Boston, Massachusetts with an office and team also in London. This role can be a fully remote working role but the team of direct reports are on BST/EST time zones and the candidate will need to be on similar time zones to ensure the team has support during their working hours.

To apply

Please complete the attached application form and return to jobs@ichom.org