

JOB DESCRIPTION

Job Title:	Operations & Finance Manager
Location:	Hybrid (remote/office in High Wycombe)
Responsible to:	CEO
Hours:	Permanent, full-time (40 hours per week)*
Salary:	£38k per year
Starting date:	January/February 2024



ABOUT M4RD

M4RD exists to provide education and practical tools targeted at medical professionals, enabling them to improve diagnosis and care of people living with rare conditions.

An estimated 3.5 million people in the UK live with a rare condition and one of the greatest challenges highlighted by this patient group is lack of medical professional awareness.

A rare disease is one that affects fewer than 1 in 2000 in a population and approximately 7000 rare conditions have been described. Rare diseases have been a health priority in the UK and across the globe for many years now. Our power to diagnose rare conditions and our scope for treatment has vastly accelerated in the last twenty years.

However the accepted approach to medical education on rare disease has changed very little in that time. Usually a handful of individual rare diseases are taught about in medical education based on factors such as geographical proximity to a specialist center, an educator with a special interest or purely because it's traditional to teach about some conditions in certain specialties. Usually this kind of education has a biomedical focus, rather than a holistic focus that is needed in rare conditions. The majority of which are life-long and cause multi-system involvement.

The charity is small and consists of a friendly group of staff and Trustees. The work can be intense but rewarding as the charity responds to the needs of the rare disease political landscape. Within reason we try to be flexible in order to make the most out of your skills and time. If you like project management, being organised and working at a fast pace on something fun then please do apply.

OVERVIEW OF THE ROLE

As the **Operations & Finance Manager** you will manage the operational core of M4RD, ensuring we have the right size internal systems, processes and procedures to underpin and deliver our activities in order to deliver our mission, vision and objectives.

You will also support the team with operational elements of project delivery and will provide administrative support to the CEO. If you are someone who loves keeping things (and people!) organised, are values-led, and if you have a commitment to helping to raise the profile of rare diseases, this could be the role for you!

You will have the understanding and experience of the operational skills needed to meet the needs of a growing, fast paced charity. You will bring the ability to evaluate, adapt and create effective processes needed for M4RD's operations and culture to thrive, problem solving challenges where needed.

You'll be a great organiser. Flexible, enthusiastic and highly motivated, you will have great communication skills with the ability to build relationships with a range of diverse stakeholders, bringing your professional excellence to all aspects of the role.

KEY RESPONSIBILITIES

- Oversight of day to day operations including: policies; GDPR; personnel.
- Ensuring the charity's finance function operates effectively and efficiently.
- Managing a member of the M4RD Team.
- Supporting the CEO and the Board of Trustees.

MAIN DUTIES AND RESPONSIBILITIES

Key areas of day-to-day responsibility and oversight will include but not be limited to:

- **Operational management and administration**
 - Lead on the management and maintenance of M4RD's operational systems and processes, including calendar and Monday project management boards, ensuring all content including project timelines and related project documents are up to date and accessible.
 - Work closely with the CEO with contract management for freelance consultants and delivery partners, which will involve contract drafting, securing signatures and issuing contracts.
 - Manage the onboarding process for freelance consultants and support the CEO with the administration of HR management for the M4RD team.
 - Lead on knowledge management at M4RD ensuring documents are maintained, well organised and up to date and that access and data are managed inline with M4RD's Privacy Policy.

- Manage M4RD software accounts ensure subscriptions are up to date, that access is provided as needed and that content is managed and deleted inline with M4RD's privacy policy.
 - Manage all internal M4RD communication channels including Slack, Monday and Zoom chat.
 - Oversee IT support function for the team which will involve the purchase and tracking of IT equipment and the provision of software support. Where it is not possible, identify alternative external support providers.
 - Partner with the team to identify gaps in operational provision at M4RD and lead the development of solutions to address these.
- **Financial administration**
 - Work closely with the CEO on M4RD financial management including with annual and monthly budget forecasting and reconciliations, tracking invoices and liaising directly with accountants, bookkeepers and service providers as needed.
 - Review payroll monthly reports to ensure accuracy and completeness of records.
 - Work with the CEO with the preparation of the annual report and impact report.
- **CEO support**
 - Support the CEO with M4RD strategy development.
 - Collate all the necessary information and documentation needed for the quarterly trustee meetings.
 - Organise staff meetings and internal M4RD events
- **Project delivery**
 - Work in partnership with other members of the M4RD team to forecast and plan project timelines, including time allocations and milestones, ensuring the relevant boards are updated on Monday.
 - Support the team with the preparation of project documents.
 - Provide logistical support for projects.
- **Communications**
 - Coordinate M4RD responses to external enquiries.
 - Ensure a level of quality standard in M4RD's external communications, including branding.

ROLE REQUIREMENTS

Operational

- You are a strong project manager with excellent attention to detail.
- You can keep things (and people!) to task, but you can also balance creating structure (schedules, timelines) with flexibility.
- You have evidence of experience using online project management tools such as Monday.com.
- You have significant experience working with an online team and are confident using software to facilitate this e.g. Slack, Monday.com, Zoom, GSuite.
- You are equally effective working autonomously as you are collaborating with others to get the job done. You can self-direct and self-manage your work as needed and can also account for how your work and actions contribute to and impact the work of the whole team.
- You are well practiced in multitasking across various projects, meeting timelines and adapting to change.
- You are comfortable with a range of tasks from basic administrative and logistical tasks to more complex project responsibilities.

Financial

- You have experience in managing budgets and cash forecasts.

Management

- You have at least 5 years' experience providing operational management and/or senior administration for a team or group.

Desirables:

- You are values driven!
- You enjoy communicating with people at different levels of seniority (written and verbal) and can do so effectively, efficiently and with sensitivity.
- You can demonstrate understanding of the rare disease space and/or working for a small charity - you may have worked in a rare disease organisation/small charity before, you may have volunteered, or you may just have a keen interest; either way you will have appreciation of the unique opportunities and challenges we face.

BENEFITS

- 28 days holidays (inclusive of bank holidays) and additional leave for office Christmas closure.
- Paid lunch breaks.
- 3% employer pension contribution.
- Flexible working practices.
- Dedicated training budget to support personal and professional development.
- Opportunities to meet and engage with collaborators and expand your professional network through attending events.

LOCATION: The role is a hybrid: remote and office working in High Wycombe. The candidate must be able to attend the office in High Wycombe once a week.

APPLICATION PROCESS

* We will consider less than full time applications for the right candidate.

We'll be receiving applications until 8 December 2023 and will be holding in-person interviews in early January 2024 in High Wycombe. Please apply online using our [Google Application Form](#) by 9am on 8 December. We welcome enquiries about the role to jo@m4rd.org.

Unfortunately, at this time, we can only consider candidates for this role who have the current legal right to work in the UK.