

The European Patients' Forum (EPF)
is looking for an experienced, committed and inspiring

Director of Operations

To join its Secretariat in May 2018

Deadline for applications: 17th April

Background

The European Patients' Forum (EPF) was founded in 2003 to be the collective influential patient voice in European health and related policies and a driving force to advance patient empowerment and equitable patient access in Europe.

EPF currently represents 74 members, which are national coalitions of patient organisations and disease-specific patient organisations working at European level. EPF reflects the voice of an estimated 150 million patients living with various chronic diseases throughout Europe.

EPF's vision for the future is that all patients with chronic and/or lifelong conditions in the EU have access to high quality, patient-centred equitable health and related care.

The EPF strategic goals focus on areas such as health literacy, healthcare design and delivery, patient involvement, patient empowerment, sustainable patients' organisations and non-discrimination.

More information: www.eu-patient.eu

Purpose of the role

The Director of Operations coordinates the EPF team based in Brussels and delivery of the EPF work plan.

Job Description

Job title: Director of Operations

Reports to: Secretary General

Location: Chaussée d'Etterbeek 180, 1040 Brussels

Line management: Membership & Capacity-Building Officer, Finance Manager, Office Coordinator, Events Officer, IT Coordinator.

Main Tasks and Responsibilities

- **Team leadership/staff management:**
 - Line managing the Membership & Capacity-Building Officer, Finance Manager, Office Coordinator, Events Officer, IT Coordinator;
 - Providing leadership and guidance to the team through effective objective-setting, delegation, and communication;
 - Conducting staff meetings to coordinate work-flow and share information.

- **Governance and Operations:**
 - In cooperation with the Secretary General, and Senior Management Team, developing and implementing operational plans, policies and goals that further strategic objectives;
 - Ensuring the delivery of the organisation's work plan;
 - Acting as legal representative of the organisation towards Belgian authorities, providers and external stakeholders;
 - Overseeing the efficient and effective day-to-day operations and finances of the organisation; designing and implementing policies and processes to ensure excellent operations (calls for tender, contract, reporting);
 - Coordinate and support the organisation of the EPF multi-stakeholder Congress;
 - As part of the Senior Management Team, contributing to the organisation's overall planning and strategic development, financial management, recruitment policy, etc.

- **Human resources planning and management**
 - In cooperation with the Senior Management Team, coordinates, recruiting and line managing employees in line with the organisational chart;
 - Determining staff training and/or equipment needs of the team, taking into account annual budget allocations.

- **Communication and Representation:**
 - Coordinating the representation of the organisation at external events and enhancing the organisation's profile.

1. Dimensions

Staff: 17

Key interfaces (internal)

- Secretary General
- Director of Policy
- Programme Manager
- Financial Task force
- EUPATI Coordinator
- PARADIGM Coordinator
- All team members

Key interfaces (external)

- EPF Board
- EPF member organisations

Profile of the candidate

REQUIRED

- University degree in a related field;
- At least 7 years of experience of NGO work within the field of healthcare or related field;
- Knowledge of leadership and management principles as they relate to non-profit organisations;
- Knowledge of the current challenges and opportunities relating to the environment and mission of the organisation;
- Experience of project and finance management;
- Knowledge and experience of human resources management;
- Excels at operating in a fast pace, community environment;
- Excellent interpersonal skills and a collaborative management style;
- Fluent spoken and written English and at least one other EU language;
- Excellent computer skills and proficient in Office suite.
- Knowledge of the EU health environment.

DESIRABLE

- Knowledge of the functioning of the EU Institutions;
- Operational knowledge of further languages.

PERSONAL QUALITIES AND ATTRIBUTES

- Solution-oriented and creative thinking attitude;
- Facilitation skills – ability to coordinate and solicit opinions and feedback from a group with diverse perspectives to reach a common, best solution;
- Demonstrable commitment to the vision and the mission of the European Patients’ Forum;
- Excellent communication skills both verbal and written.

We offer

- An open-ended contract;
- A full-time position giving you the opportunity to integrate a dynamic and multi-cultural team;
- A competitive salary (between 4000 and 4500 euros gross depending on experience) coupled with various benefits: lunch vouchers (8 euros), transportation costs within Brussels region, health care (hospitalisation and ambulatory care), pension insurance.

To apply

Please send your applications consisting of a letter of motivation (**one page maximum**), your CV, and two references to recruitment@eu-patient.eu **by 17th April 2018 (COB)** at the latest. Your application will be treated in the strictest confidence.

All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, or age.

Please note that due to the volume of applications expected, only shortlisted candidates will be contacted.