

EUROPEAN ASSOCIATION FOR THE STUDY OF THE LIVER DIRECTOR of OPERATIONS & GENERAL SERVICES (GENEVA – CH)

Reports to: EASL Managing Director
Location: EASL Office in Geneva, Switzerland
Occupation: 100%

The European Association for the Study of the Liver (EASL) is looking for its Director of Operations and General Services. EASL is a non-profit organization (NPO) with its headquarters in Geneva, Switzerland. It performs its duty under a written constitution.

About EASL

EASL was established in 1966 by a founding group of 70 European hepatologists. Over the past 50 years it has grown into a major European medical association with significant international representation and global influence. EASL currently has over 4,000 members from all continents, and the annual meeting is now the major international scientific event for liver diseases, attracting more than 10,000 participants. EASL's core mission is the promotion of research and education concerning the liver and liver diseases. EASL runs a comprehensive portfolio of conferences, schools and related educational meetings.

EASL acts as an advisor to European and national health authorities, and in 2015 opened a Brussels office to support these activities. All EASL activities and projects are coordinated and executed by the EASL office in Geneva, which currently hosts more than 30 employees across several departments. The office covers a broad range of expertise from events management, education and publishing to marketing, finance management and public relations.

The landscape of hepatology is changing, the digitization of education is booming, and communication and social interactions are affecting the approach to knowledge transfer and the scientific educational offering. Artificial intelligence, transformation of teaching and innovations are constantly feeding today's "digital revolution", and the need to connect and engage with our community and stakeholders demands a new approach to connecting and learning digital platforms. Increasing compliance and tax regulations require continuous development of the office in terms of

procedures, policies, and regulations related to project-, human resources and finance management.

The position

The Director of Operations & General Services is responsible for the development, the implementation and the management of all operating procedures across the organization, enabling efficient and compliant monitoring, control and reporting. He or she is also responsible for the day-to-day operations of the EASL office facilities, maintenance and related services. The Director of Operations & General Services will need to think strategically and develop key processes, procedures and appropriate communications that facilitate project planning and execution. This position requires extensive cross-group coordination at all levels, excellent communication skills and management of various types of stakeholders. The Director of Operations & General Services will participate in overall strategy discussions in order to facilitate business execution.

Major functions and responsibilities

- To set up internal operating processes throughout the organization, including IT, Member Services, Marketing, Events and Finance.
- To manage EASL internal operating procedures and systems to ensure that they align with our strategic vision and relate to changing administrative and technological environments.
- To continuously reshape EASL's operations and best practices so as to provide the highest efficiency and ensure legal and administrative compliance.
- To identify patterns and problem areas, and implement effective solutions so as to increase efficiency.
- To identify gaps and recommend new resources needed to implement our vision and to document related protocols.
- To plan, implement and manage digital strategy and web-based projects across the organization, including the management of platforms/technology systems and securing training for staff on new systems.
- In collaboration with the Managing Director, to manage the EASL global data and its GDPR compliance application.
- To support the Managing Director in the in-house versus outsourcing services strategy, decision making process, sourcing and implementation for EASL's events portfolio, for educational projects and other services (staffing, processes, financials, procurement, objectives, measurements).

- To support the Managing Director with the creation and implementation of reliable tracking methods for events, call for grants, prospective donors and major donor relationships.
- To maintain strong and trusted relationships with any third parties such as vendors, financial institutions, suppliers, etc.
- To manage procurement needs and Request for Proposal process development and management with both professionalism and ethics.
- To support the Managing Director with the implementation of the new budget operations and collaboration with all project managers. To support the development and the operating process of P&L, profit centers, cash management, top-line and bottom-line profitability processes.
- To support the Managing Director with the implementation of internal HR processes, organizational structure, staff training, competency management, etc.
- To support the Managing Director with the implementation and maintenance of internal policies, including Vendor/Suppliers Policies.
- In collaboration with relevant staff, plan and manage the office move to the EASL annual conference and back.
- To run the day-to-day activities of the office: reorganize the working spaces, organize and manage building maintenance and repairs, purchasing, warehouse operations, and other general service programs and activities: inventory, insurance, etc.
- To organize and maintain a coherent paper/electronic office filing system.
- To review and approve equipment needs within allocated budgets

Job Requirements

- Demonstrated excellence in process development, implementation, monitoring and control.
- Strong project management skills and ability to lead multiple high-profile projects and effectively demonstrate capacity to manage multiple projects involving different teams and content areas.
- Demonstrated ability to work independently and effectively as a member of a team, and to communicate in a cross-functional environment.
- Demonstrated ability to leverage available resources to drive results.
- Demonstrated accomplishments working on digital projects and with web technologies.
- Knowledgeable about GDPR, compliance principles, standards and other relevant regulations applicable to non-profit organizations.

- Experience in the management of activities relevant to the association (e.g. event management, multimedia communications, eLearning etc.); experience in the healthcare environment would be a plus.

Key strengths

- At least 10 years of experience in a similar role.
- Graduate degree or equivalent education in business administration; continued education throughout career path is a must.
- Proven track record of accomplishment in a non-profit setting demonstrating programmatic impact and tangible experience in program analytics, measurement, and benchmarking.
- Organizational skills, ability to multitask, positive attitude to complex problem solving, computer literacy.
- Takes full ownership of projects.
- Strong project management, analytical skills.
- Must have excellent people skills and a “customer service” mentality (both internally and externally), including the ability to maintain a professional environment while managing difficult situations.
- Collaborative style and strong interpersonal skills to work effectively with colleagues.
- Strong integrity and ability to adhere to ethics and governance rules of EASL as a non-profit organization.
- Manages confidentiality without exception.

Other details

- The position is wholly based in Geneva.
- The position involves some travel.
- The candidate needs to have a legal right to work in Switzerland.
- Starting date: to be discussed.

Please send a cover letter with your CV to the EASL office attn. Ms. Sofia Blomqvist at sofia.blomqvist@easloffice.eu, **before August 24, 2018.**