

JOB DESCRIPTION

WFME Operations Manager

Overview:

We are seeking an experienced and motivated Operations Manager to be responsible for overseeing all aspects of office operations, ensuring efficiency, productivity, and a positive working environment. This role combines various responsibilities from different areas to effectively manage the office daily functions while providing support to executive leadership and ensuring compliance with regulations and organisational policies.

About WFME:

The World Federation for Medical Education (WFME) is a non-governmental organisation in official relation with the World Health Organisation (WHO) and works to enhance the quality of medical education worldwide.

WFME works in partnership with its six Regional Associations for Medical Education, the WHO, the World Medical Association, and other global professional organisations to enhance the quality of medical education through delivery of its work programme, including:

- Development of standards in medical education.
- Promotion of accreditation of medical schools.
- Management of the World Directory of Medical Schools, jointly with FAIMER.

ROLES AND RESPONSIBILITIES

Administrative Management:

- **Strategy Setting:** Collaborate with the office team and leadership to develop strategic objectives and plans for administrative functions.
- **Policies and Procedures:** Develop, implement, and maintain administrative policies and procedures to ensure efficient office operations.
- **Liaison with Stakeholders:** Act as the primary point of contact for internal and external stakeholders, ensuring effective communication and relationship management.
- **Budgeting and Financial Oversight:** Develop and manage the office budget, monitor expenses, and prepare financial reports for review by the leadership, the Finance Committee, and the Executive Council.
- **Logistics and Supply Management:** Coordinate office logistics, including maintenance and equipment management.
- **Support to Executive Council:** Assist in agenda-setting, meeting coordination, minutes preparation, and follow-up on action items for the Executive Council.

Team Management:

- **Recruitment and Onboarding:** Lead recruitment efforts, conduct interviews, and onboard new consultants in compliance with organisational policies.

- **Training and Development:** Develop and implement consultant training programmes to enhance skills and foster professional growth.
- **Office Team Relations:** Manage office team relations, address grievances, and foster a positive work culture conducive to high performance.
- **Succession Planning:** Develop and implement succession plans to ensure continuity in key roles within the organisation.
- **Performance Management:** Establish performance evaluation processes, conduct regular performance reviews, and provide feedback to office team members.

Operations Management:

- **Programme Coordination:** Oversee the coordination of all programmes and projects within the organisation, ensuring alignment with strategic objectives. A particular focus is to be aimed at the three key projects: the WFME Recognition of Accreditation Programme, the Standards for Quality Improvement, and the World Directory of Medical Schools.
- **Corporate Knowledge Management:** Facilitate knowledge sharing and maintain organisational knowledge repositories to preserve corporate memory.
- **Compliance and Risk Management:** Ensure compliance with relevant regulations and manage organisational risks through effective risk assessment and mitigation strategies. Coordinate with the leadership, the Risk Committee, and the Executive Council to manage risk.
- **Training:** Provide training and support to staff members to ensure compliance with organisational policies and procedures.

Financial Oversight:

- **General Financial Oversight:** Manage the organisation's finances, including budgeting, financial reporting, and expenditure control.
- **Liaison with Finance Committee:** Coordinate with the Finance Committee to review financial reports, discuss financial strategies, and ensure compliance with financial policies.
- **Financial Controls:** Establish and maintain financial controls to safeguard organisational assets and prevent fraud or misuse.

Technology and Contract Management:

- **IT Infrastructure Management:** Oversee the organisation's IT infrastructure, including hardware, software, networks, and cybersecurity measures.
- **Contract Management:** Manage contracts with consultants, vendors, service providers, and partners, ensuring compliance with contractual obligations and terms.
- **Record Keeping:** Maintain comprehensive records related to contracts, agreements, and IT assets to facilitate effective contract management and compliance monitoring.

Communications and Promotion:

- **Communication Strategy:** Oversee the development and implementation of communication strategies to effectively communicate organisational goals initiatives, and updates to internal and external stakeholders.
- **Public Relations:** Manage public relations activities, including media relations, press releases, and public appearances, to enhance the organisation's reputation and visibility.
- **Promotion:** Develop promotional materials, including brochures, flyers, and presentations, to promote the organisation's programmes, services, and events.

- Digital Marketing: Manage digital marketing campaigns, including social media, email marketing, and website content, to engage target audiences and drive awareness and participation.

WFME World Conference 2025:

- Strategy Setting: Collaborate with the executive team to develop strategic objectives and plans for the conference.
- Policies and Procedures: Establish and enforce policies and procedures to ensure the smooth execution of the conference.
- Organisation team: Oversee the team members tasked with the day-to-day preparations for the conference.

PERSON REQUIREMENTS:

- Personal and professional interest in working for an international organisation.
- Proven experience in operations management.
- Track record of working at a high level demonstrating legal, compliance, and governance knowledge.
- Understanding of general finance and budgeting, including profit and loss, balance sheet, and cash-flow management.
- People management experience with the ability to organise, lead and motivate a team.
- Clear thinking and solutions focused – ability to manage competing demands, make effective decisions, and to think creatively to find solutions to problems.
- Excellent interpersonal and written communication skills with experience and ability to work with and build collaborative relationships with a wide range of stakeholders.
- Confident and articulate with the credibility to persuade, influence and be diplomatic.
- Fluency in the English language.
- Willingness to work on a self-employed basis.
- Willingness to undertake occasional international travel.

Start date: as soon as possible.

Contract: Full-time

Location: Remote working, occasional meetings in person, possibility of worldwide work-related travel.

Hourly rate to be agreed

NEXT STEPS: To apply, please **EMAIL YOUR CV AND A COVER LETTER outlining your relevant experience and suitability for the role**, to admin@wfme.org before 15 April.

WFME appreciates all applications, but only shortlisted candidates will be contacted. We look forward to receiving your submission.