

## ***JOB DESCRIPTION:***

### ***Senior Operational Manager***

For a minimum of 3 days per week, office-based in Baarn, The Netherlands

**The ENMC is an international non-profit organisation**, with a mission to speed up the research on neuromuscular disorders and fostering the development of effective therapies for these ultra-rare conditions. We do this by organising workshops to bring clinicians and researchers, who work in this specialist field, together with patients affected by these sometimes devastating diseases.

#### **Main responsibilities:**

- Responsible for the organisation of approximately 8-10 international workshops per year
- Signalling developments in the neuromuscular field and act upon them
- Ensuring GDPR compliance with regards to the use and maintenance of CRM system
- Responsible for the ENMC accounting and sponsor relationship management
- Developing and updating of communications and PR materials
- Coaching of Management Assistant (MA) and workshop assistants

#### **Main tasks:**

##### **1. Organisation of approximately 8-10 international workshops per year:**

- Coordinates the complete workshop process starting with the recruitment and administration of the applications, the assessment process by the Research Committee and the planning of the workshops
- Is main responsible for the successful execution of the workshop during the workshop weekend, in collaboration with workshop assistants and hotel staff
- Is in close contact with workshop organisers, takes all administrative, technical (videoconferences if needed) and organisational aspects out of their hands
- Handles the workshop year planning and financial settlements for each workshop
- Is in close contact with the workshop hotel concerning reservations, service and feedback. Negotiates yearly the contract and quotation of the hotel together with Managing Director
- Is able to help with technical (computer, web-conferencing, uploading of presentations and videos, audio and projector) issues during the workshop weekend
- Is active on social media (Twitter and LinkedIn) before and during the workshops
- Creates and keeps a good relationship with the ENMC network. Informs the ENMC network about new activities and workshop outcomes
- Signals trends and anticipates on future workshop applications

##### **2. Performs management support activities for higher management**

- Is an ambassador of the ENMC and attends international congresses with a booth
- Takes care of updating organisational documents like workshop and financial guidelines, legal documents for the ENMC organisation, procedures and contracts etc.
- Sets priorities, pro-actively identifies bottlenecks and proposes solutions to solve the issues to the MD

- Collaborates in board meetings, makes minutes and monitors the progress and implementation of the decisions taken
- Maintains an up-to-date database (Perfect View) and secures GDPR-compliance
- Executes all other activities with regard to the ENMC secretariat together with MA

### **3. Performs the ENMC accounting administration and manages the funds**

- Handles the domestic and foreign payments of workshop participants and makes financial overviews
- Manages the financial flow of funds
- Coordinates invoicing to ENMC members, workshop co-sponsors and company forum members and manages the payments
- Helps the MD with the preparation of yearly budgets and mid-year financial overviews
- Consults with the accountants, external bookkeeper and assists the MD with the preparation of the annual accounts and impact report

### **4. Develops P&R communications for the ENMC network**

- Ensures that the website is up-to-date, delegates activities to MA
- Is the main contact with the web master and the web host with regard to all activities, data safety, the lay-out and the use of the website (be the “IT-manager” of the ENMC)
- Develops P&R communications like bi-annual newsletters, annual reports, glossies, flyers, posters and banners for congresses etc. in collaboration with MA and MD

### **Characteristics of the Senior Operational Manager:**

- Is able to work autonomously, sets priorities and focuses on the work that needs to be done
- Has a natural team-spirit
- Is service oriented, polite and friendly
- Can work under pressure
- Has a strong professional attitude
- Has good communication skills
- The small-size of the team urges for an Operational Manager who is self-confident, is creative and thinks in opportunities and solutions
- Is fluent in English writing and speaking
- Has a good financial understanding
- Has high affinity with technical support (online conferencing, arranging PowerPoint set-up and display on the workshop laptops, microphones etc.)
- Is well informed and has broad experience with computers (Word, PowerPoint and Excel), social media (LinkedIn and Twitter) and online applications (preferably also Cash, Mail Chimp, Survey Monkey, etc.)
- Is willing to work flexible hours, also occasionally during weekends

### **What do we offer?**

A fixed-term employment for a minimum of 3 days a week. The employment contract will first be made for the duration of one year. After the first year, we will evaluate and decide on the next step. Working conditions are in accordance with the CAO Zorg en Welzijn. We offer a pleasant, flexible and informal working environment. A salary according to function group scale 8. The amount depends on education and experience and amounts to a maximum of € 3,613 gross per month on a full-time basis (36 hours).

**Working hours**

Really, we are flexible! Since we are running workshops from Friday until noon on Sunday, we are looking for a person who is willing to also work on Sundays to supervise our workshops as a host/hostess. Furthermore, this position is office-based in Baarn in the building of the Dutch Muscle Disorders Association.

**Are you excited?**

Send your motivation letter and CV to [enmc@enmc.org](mailto:enmc@enmc.org). Within 2-3 weeks you will hear from us about a possible invitation for an interview.