



CITY CANCER CHALLENGE

DIRECTOR, GLOBAL OPERATIONS

Job title: Global Operations Director

Location: Geneva, Switzerland

Availability: January 2019

I. ABOUT CITY CANCER CHALLENGE

City Cancer Challenge, founded by the Union for International Cancer Control (UICC), has a mission to build a collective movement of cities, supported by global and local partners, to deliver quality, equitable and sustainable cancer treatment solutions for all. To achieve our mission, we work in partnership with a network of motivated city and regional leaders, ministries of health, civil society organisations, industry, development actors, health professionals and patient advocates to achieve a direct and concrete impact on cancer mortality rates.

Since its launch at the World Economic Forum annual meeting in January 2017, City Cancer Challenge and its partners have implemented localised action plans in four “Key Learning Cities,” which have the potential to improve cancer care for over 25 million people. Building on the success of the Key Learning Cities, we have now launched the next phase of City Cancer Challenge that aims to scale up support to a wider network of 20 cities in all regions by 2020.

In January 2019, City Cancer Challenge will transition to an independent legal entity, City Cancer Challenge Foundation (“the Foundation”), based in Geneva, Switzerland.

II. SUMMARY OF THE POSITION

The Director, Global Operations will lead on the global operations strategy, its execution, and the continuous improvement of operations to support the delivery of the strategic objectives and mission of this ambitious and aspirational organisation.

The individual will create and implement an innovative, effective and interconnected operational model which delivers the data architecture, facilities and project management and information systems required to support a dedicated team of people working in cities around the globe.

III. MAIN RESPONSIBILITIES

Specific responsibilities of the Director, Global Operations include:

- **Setting Strategy**
 - Create and implement an operational model which provides timely, cost-effective, and high-quality support to all city activities, and integrates both global and local perspectives.
 - Lead on setting policies, directions, new approaches and processes, including digital, for effective and efficient management of global, regional and city operations.
 - Maximise the performance of the City Cancer Challenge team by setting strategies that increase collaboration, trust and team effectiveness.

- **People and Culture**
 - Manage, motivate and empower a global staff who are culturally diverse and geographically dispersed.

- Integrate workforce needs into all business planning with the aim of recruiting and retaining the best talent for global, regional and city roles, and oversee performance management processes.
 - Make decisions and business enhancements to HR policies, processes and procedures necessary to support the global, regional and city team members.
 - Define and delineate roles and responsibilities for all team members and coordinate the deployment of team members to support city and regional activities.
 - Develop and implement the strategy for professional development and continued learning including by providing opportunities for peer-to-peer learning and connection with team members from within and outside regions.
 - Resolve conflict where it arises between team members.
- Data Architecture and Information Systems
 - Work closely with the Global Impact and Policy team to:
 - Manage data architecture and information systems that support effective and efficient operations and activities.
 - Develop governance policies and processes to ensure information and data is appropriately protected, accessible and reliable.
- Project Management
 - Implement management technologies and systems (mobile and/or web-based collaboration) for project information and process management across all city, regional and global activities.
 - Work closely with the Director of Finance in developing and managing the programme budget, implementation of financial policies, and monitoring of expenditure.
 - Work with the Senior Leadership Team to monitor organisational goals, and share benchmarking and best practices in operations across cities and regions that align with the strategic plan.
 - Coordinate and collaborate with regional directors and city managers to achieve resolution of pending operations issues, questions and country/ city support requests based on thoughtful planning and analysis.
 - Oversee the implementation of staff travel and travel security policies.
- Compliance
 - Monitor foreseeable risks related to operations, and work with the Senior Leadership Team both at headquarters and in country, to plan for and mitigate risks in line with the City Cancer Challenge risk policy and framework.
 - Ensure that all operations policies and procedures comply with local laws, and have adequate internal controls.
- Facilities
 - Oversee office space and facilities in Geneva that enable staff to work in a safe, productive environment.
 - Monitor the procurement of office space and facilities for remote staff in line with City Cancer Challenge policies, the City Memorandum of Understanding, donor regulations and local laws.

IV. REPORTING

- Direct report to City Cancer Challenge Director (Acting CEO from 23 January 2019)

V. SKILLS AND COMPETENCIES

The Director, Global Operations is a leader who can operate effectively in an ever-evolving, ambitious organisation, managing cross-cultural relationships and creating effective strategies and processes that integrate both global and local perspectives.

Work Experience

Required

- At least 7 years' track record of success in senior management roles in operations in complex private or public sector organisations.
- Demonstrated experience of leading innovation in program management processes and protocols, including digital operations.
- Prior experience and knowledge of international development including donor agencies regulations and procedures.

Strongly Preferred

- Experience managing cross-border operations.
- Experience coordinating the establishment of operations in new jurisdictions, managing compliance and global employment issues.

Academic Qualifications

- Internationally recognised, advanced qualification in Business Administration, or Management.

Leadership

- A leader who is viewed by others as having a high degree of integrity and takes a thoughtful approach to making decisions and an ability to communicate clearly.
- The ability to lead in a transparent and consistent manner.
- A collaborative leadership style and ability to successfully manage team members from diverse cultural backgrounds.
- A leader who builds strong and respectful relationships with colleagues and partners at all levels.
- Comfortable with leading in changing environments; the ability to adapt nimbly and lead others through complex situations.
- Political sensitivity, strong oral, written and interpersonal skills, with the ability to relate and work effectively and strategically.
- Ability to provide leadership in the development of global policies, directions, new approaches and processes.
- Capacity to diagnose and resolve multiple, concurrent problems.

Languages

- City Cancer Challenge operates in an English language environment consequently fluency in spoken and written English is essential;
- Ability to communicate in spoken and written French and/or Spanish is highly desirable.

Location

- The position will be based in Geneva, Switzerland. Applicants must be eligible to work in Switzerland

Send your CV and motivation letter explaining how you think your skills and experience make you a strong candidate for this position and CV to careers@uicc.org.

Deadline for applications: 20 December 2018

Only short-listed candidates will be contacted.