



Transform **MS**
Measurement Science

Maximising the value of clinical research to
minimise the impact of disease

RECRUITMENT PACK

OPERATIONAL DELIVERY OFFICER

TRANSFORM MS CIC

December 2024

Please find enclosed the following documents:

1. Message from the Chair
2. About Transform MS CIC – our strategic direction
3. Our organisational structure
4. Operational Delivery Officer Job Description and Person Specification
5. How to apply and privacy notice

| | |
|----------------------|--------------------------------------|
| Closing date: | 18th December 2024 |
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We would encourage interested applicants to meet our team ahead of application. This would need to be arranged in advance. Please contact recruitment@transformms.org

1. Message From Our Chair

We are delighted to be recruiting for this post, which will be core to the continued development of Transform MS, and that you are interested in the role.

It will be an exciting, diverse and challenging role. As a member of the Executive Team you will work together to deliver the ambitious future plans of the CiC and, specifically, lead the successful co-ordination and delivery of our research projects and the broader operational side of the business.



You will create an environment through which the Delivery Team can effectively deliver high-quality projects and services for our clients. Working with our Board, current team and extensive network of partners, you will establish resilient, yet flexible, business functions that can accommodate rapid growth and support delivery of our community impact.

I have been involved in the development of the Transform MS concept prior to its establishment as a Community Interest Company (CIC) in 2019. Much of our work is based on developing products and services in the area of health measurement and this focus enables us to consistently drive towards delivering our social purpose **“To maximise the value of clinical research to minimise the impact of disease”**. Working collaboratively with our partners is critically important to our success. Our partners include global pharmaceutical companies, strategic organisations primarily focused on health measurement and/or delivery of improved healthcare services, as well as health system partners in the NHS.

We operate in a dynamic and complex environment. This means that, either as a direct outcome of the activities we engage in or through the investment of income generated through our projects, we are able to provide significant benefit to our community. Delivering community impact projects will also be a focus for the business. To help us achieve this, we have established sources of income and highly commercial projects – our projection for annual income is over £650,000.

As a Board we are strong believers in finding the person with the right characteristics, values and behaviours that can identify and align with our focus on excellence, innovation and above all community impact. We encourage you to find out all you can about us and see if we are a good fit for you.

We are always keen to talk with potential candidates during the application process and expect you to get in touch. We are genuinely excited and positive about the potential for Transform MS and look forward to finding the right person who can work with us to help support people with MS and their community.

I look forward to hearing from you.

A handwritten signature in black ink, appearing to read 'JCl', is positioned above a horizontal line.

Jerry Clough,
Chair of Board, Transform MS CIC

2. Transform MS CIC Strategic Direction

Strategic Context:

Transform MS is focused on how to maximise the potential of our research and innovation activities to improve the care of people with long-term health conditions such as multiple sclerosis and parkinsons. We have ambitious future growth plans which sees our range of measurement science focussed services and products extending to other health conditions and working collaboratively with a growing network of partnerships is key to our success. Within this context, our 5-Year ambitions are:

- **CiC Development** - continuing development of the CiC business, recognising our expertise and strengthening our reputation and profile/brand
- **People** – increasing, developing and retaining a capable team to support delivery of our 5-Year Plan
- **Collaborative Partnerships** – developing the range of partnerships to support delivery of activities aligned with our social purpose
- **Client Community & Their Satisfaction** – increasing the number of retained clients through consistent delivery of high-quality research focussed projects, products and services.
- **Financial Sustainability** – increasing income to enable re-investment to support our social purpose
- **Business Growth** – extending the range of health conditions supported and products and services offered
- **Knowledge & Understanding** – strengthening stakeholder knowledge and understanding of the CiC and our commercial proposition

Our 5-Year strategic direction is:

Our Social Purpose:

To maximise the value of clinical research to minimise the impact of disease

Our 5-Year Strategic Objectives:

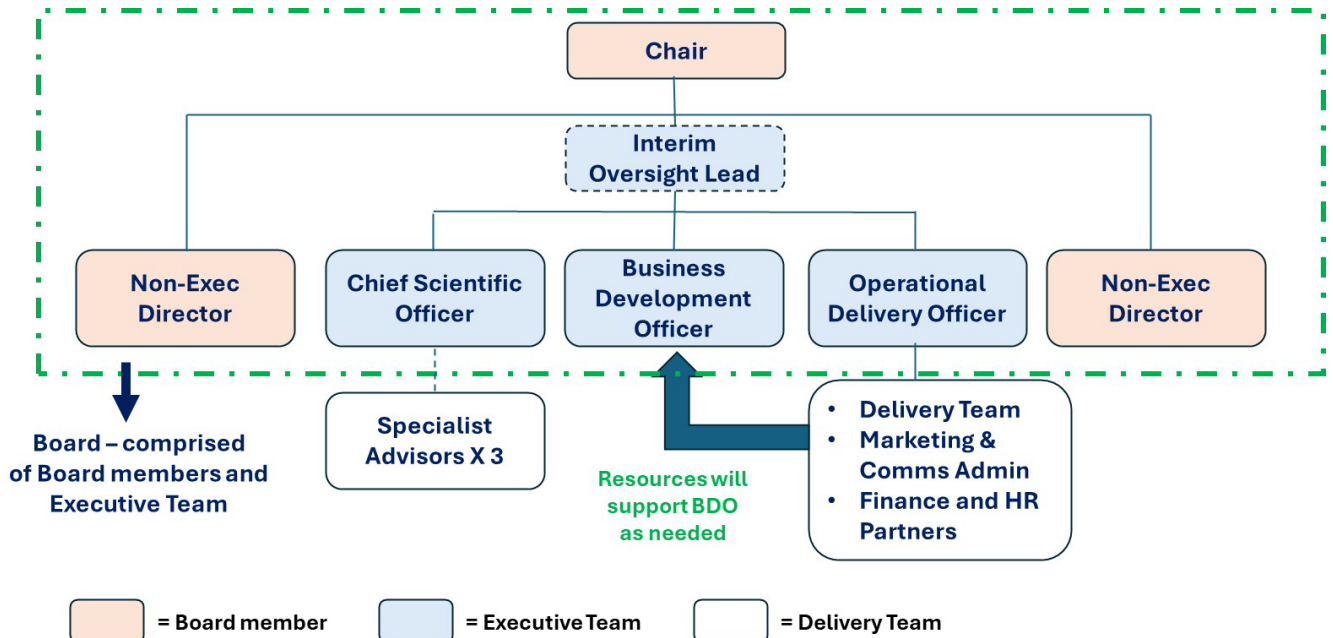
- Creating a long-term sustainable business and capable team
- Building collaborative partnerships at a local, regional, national and international levels
- Becoming a recognised expert, and the go to place, for clinical research measurement
- Extending the application of our value (commercial proposition) to a range of health conditions
- Enabling improvements in clinical care to minimise the impact of disease

Our Values underpin everything we do:



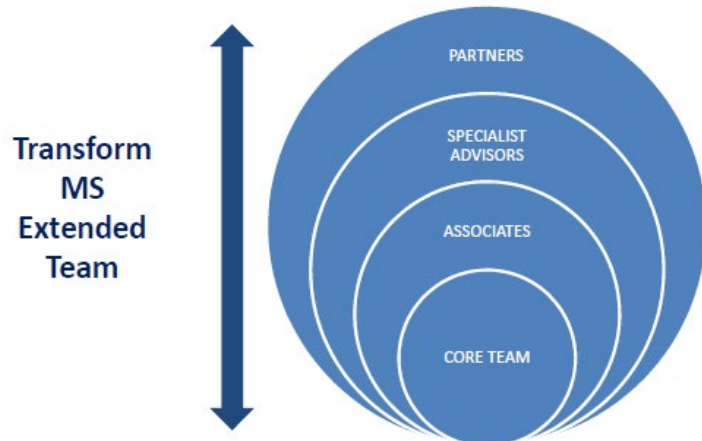
3. Organisational Structure:

The CiC business is organised as follows and our structure will continue to evolve as the business grows:



It is important to recognise that the Core Team shown above works as part of an extended team which includes a group of specialist advisors and our network of clinical and non-clinical partners.

Building successful relationships across this extended team will be key to the success of the Operational Delivery Officer role.



4. Operational Delivery Officer Job Description & Person Specification

| JOB DETAILS | |
|-------------------|---|
| Job Title | Operational Delivery Officer (ODO) |
| Reports to | Chair (in the interim, to the Oversight Lead) |
| Band | Senior Management |
| Location | Based at Plymouth Science Park, Plymouth |
| Salary | TBC |

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Our Values underpin everything we do:

Collaborative
Partnership Working

Continuous Learning
& Improvement

Recognising Difference
& Equality

Maximising
Contribution of Outputs
for the Community

Within the above context, the Operational Delivery Officer (ODO) plays a significant role within the CiC organisation. The following information describes this role and contribution in more detail.

JOB PURPOSE

Accountable to the CiC Chair and, as a member of the Executive Team, the ODO will lead the development of operational delivery of TMS with a primary focus on co-ordination and delivery of our research focussed projects. The future ambitious plans of the CiC requires an effective organisational development plan which includes establishing the capability and capacity required to deliver high quality client projects and future growth in a financially sustainable way.

Working cohesively with the Chief Scientific Officer (CSO) and Business Development Officer (BDO) will be important to enable achievement of the CiC social purpose and strategic objectives. The three roles will work together to grow the CiC team membership and capability to support future growth plans. The ODO, with support from the CSO and BDO, will lead the readiness of the organisation and team to successfully deliver client contracts. This will involve direct involvement in the co-ordination and delivery of our portfolio of research focussed projects.

In addition, a core aspect of the ODO role will be to assess the community impact of the CiC work and community-based projects. This will be a key element to support establishing TMS as the recognised expert in clinical research measurement as well as achieving our social purpose.

This job description is intended to outline of the areas of responsibility and can be amended in the light of the changing needs of the CiC in conjunction with the post-holder.

Individual performance objectives will be set and monitored as part of the annual PDR process. CiC performance will be monitored through the agreed Key Performance Indicators, and the BDO role will directly contribute to the delivery of these.

KEY WORKING RELATIONSHIPS

| Internal to Transform MS | External to Transform MS |
|--|---|
| <ul style="list-style-type: none"> • Board of Directors • People & OD Working Group • Executive Team • TMS Delivery Team | <ul style="list-style-type: none"> • Clients Representatives • Delivery Partners • Community-Based Stakeholders • External supplier organisations (eg: Finance; HR) |

Specific duties

Strategy

- Work with the Board to successfully deliver the CiC future ambitions and 5-Year Roadmap. Specifically, lead the 5-Year Financial Plan; the Organisational Development Plan – including the 12-month Operational Plan; and the 5-Year People Plan

- Ensure organisational readiness to ensure TMS can respond positively and at pace to new opportunities
- Lead the development and implementation of the TMS 5-Year Financial Plan to support delivery of the 5-Year Roadmap
- Support the BDO to deploy effective horizon scanning and networking to keep abreast of relevant international, national and local opportunities that provides opportunities for business development and community impact.

Governance

- Lead oversight of project delivery and responsibility for flagging matters for escalation as appropriate to the Board
- Lead operational management and administration of TMS within the frameworks established by the Board
- Ensure the Board are kept fully updated and advised in line with the 5-Year Roadmap. Specifically, lead the 5-Year Financial Plan; the Organisational Development Plan – including the 12-month Operational Plan; and the 5-Year People Plan
- Lead development, implementation and adherence of TMS policies and procedures and ensure they are regularly reviewed against current best practice
- Ensure that TMS meets all of its obligations as a CiC with all regulatory and compliance bodies
- Implement, manage and develop the TMS Operational and Delivery Governance framework on behalf of the Board
- Co-ordinate monthly reporting and provision of performance data to support delivery of the TMS Operational and Delivery Governance framework
- Work closely with the TMS Finance partners and management team to formulate budgets and forecasts
- Keep the Board apprised of the financial performance and position of TMS, monitor against budgets/forecasts and take any necessary corrective action
- Ensure that all major risks to which TMS is exposed are regularly reviewed and systems have been established to mitigate these
- Management of the day to day running of contracting.

People, Leadership and Management

- Lead the recruitment, education, training and development plan supporting the TMS CiC Team
- Provide leadership that promotes and establishes the CiC values: Collaborative Partnership Working; Continuous Learning & Improvement; Recognising Difference & Equality; Maximising Contribution of Outputs for the Community
- Directly manage, support and motivate staff through the provision of regular supervision and appraisal
- Take active responsibility for your personal learning and development, and promote and support a learning culture across the organization
- Lead the development and implementation of the 5-Year People Plan, including the training and development plan, to support delivery of the 5-Year Plan
- Lead the development and delivery of the internal communication, education and engagement plan and related audit activities
- Lead the development and implementation of the TMS performance management and appraisal processes.

Business Development

- Support the BDO by providing operational components and delivery requirements for inclusion within new business contracts
- Support the BDO to plan and deliver the new business proposals.

Partnerships & Community Impact

- Develop a clear understanding of the TMS community and the role of TMS in developing activities which deliver its social purpose
- Support the ODO to maintain and develop strong relationships with members of the TMS community in order to identify opportunities for delivering community impact.

Quality

- Ensure that all TMS services are delivered to a high standard, and to identify, recommend and implement measures to improve the quality of services
- Ensure the organisation continues to demonstrate good quality by compliance with the quality requirements of service agreements, and with existing quality marks and accreditations
- Ensure management of projects to meet stakeholder expectations with a focus on quality and continuous improvement.

Marketing, External Communication & PR

- Support the BDO to be an ambassador and spokesperson for TMS at events, meetings and other networking activities with key stakeholders in order to promote TMS.
- Support the BDO to maintain and develop effective networks with principal stakeholders and TMS collaborators within respective area of responsibilities outlined in the 5-Year Roadmap.

Transform MS CIC believes that freedom from discrimination and equality of opportunity are fundamental rights and that each person should be valued regardless of age, race, gender, disability, sexual orientation, and religion or belief. Transform MS recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its employees to utilise the skills of the total workforce. It is the aim of Transform MS to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Equality Act 2010).

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The Board and Executive Team may stipulate other reasonable requirements.

Person Specification

All of the following requirements are essential unless marked * when they are desirable.

Leadership:

- Leads with purpose and direction to ensure high motivation and performance
- Empowers others to achieve the charity goals.
- Inspires confidence and leads change.
- Role models appropriate corporate behaviours.
- Excellent communication and interpersonal skills and proven ability to develop effective working relationships with a range of stakeholders.
- Holds personable and charismatic leadership qualities.
- Demonstrates personal drive, energy, integrity, adaptability and responsibility.
- Manages very complex and challenging situations with confidence and ability to make difficult decisions.
- Challenges conventional thinking and brings new ideas and approaches.

Values:

- Is committed to, and motivated to support delivery of, the TMS Social Purpose
- Demonstrates and articulates a strong client focused value base, has empathy with the TMS community and an understanding of their needs.
- Collaborative partnership working
- Mutual collaboration and cohesive working with Executive Team members
- Consistent focus on our core purpose – transforming care for people with MS
- Learning from others, and sharing our knowledge and experience
- Prioritisation of high impact activities which support TMS vision and strategic objectives
- Not seek growth for growing sake and be distracted from core purpose

Strategic Thinking:

- Ability to rise above the detail; set direction and see the wider picture in coordinating operations and resources to deliver the company's objectives. Brings a sense of strategic priorities.
- Demonstrates the ability to develop a clear understanding of the work context and stay up to date with new innovations, new thinking and adaptable learning from different sectors.

Delivering Results:

- Take initiative and consistently drive for high quality service in line with client needs.
- Seeks to anticipate future requirements and looks for new and more effective resource management.
- Emphasis on delivering through others and encouraging client focused performance.

Getting the best from staff and developing teams:

- Promoting high motivation, teamwork and high standards of performance.
- Encourages team leaders to set objectives and responsibility, review progress and provide support.

Personal impact:

- Using a range of approaches to build relationships and networks and to communicate with and influence others to get results.
- Negotiates creatively and effectively.
- Highly developed sense of personal integrity.
- Forwarding thinking and have the confidence and diplomacy to challenge partners (e.g. Pharmaceutical Companies, NHS Organisations and Universities etc.) in the interests of TMS goals.

Qualifications, training and knowledge

- Educated to degree level or possess equivalent experience
- Evidence of continuous professional development
- Understanding of Research, NHS and/or Commercial structures and processes
- Knowledge of Equal Opportunities and Diversity policies and practice

Experience

- Substantial experience of working within, and developing the infrastructure of an independent successful business
- Substantial experience of effectively managing projects/initiatives and delivering service change to time and budget
- Experience of business planning development and delivery
- Experience developing income generation and growth plans
- Experience of developing/delivering corporate vision and strategies in support of organisational objectives
- Demonstrable achievements in leading and supporting complex organisational and workforce change in a multi-professional environment
- Experience of developing, performance managing and improving services
- Experience of negotiating and productive partnership working with a range of senior stakeholders including commercial, public and community organisations
- Experience of building organisational capacity, capability and fitness for purpose through workforce planning and the development of appropriate organisational structures and processes
- A proven ability to manage substantial budgets, including interrogating profit and loss, and setting budgets;

Skills and Abilities

- Able to work effectively with, and gain the confidence of, external and partner organisations
- Ability to work effectively with, and gain the confidence of managers and other staff
- Highly skilled negotiator, able to persuade, influence and present in a wide range of settings
- Able to clearly communicate a vision to staff and service users for service improvement and change
- Excellent leadership skills, line management experience, and the ability to enthuse and motivate to deliver results

- Highly effective business planning skills
- A sophisticated communicator, able to express complex, multi-faceted concepts in an accessible way, both verbally and in writing
- Highly effective change management skills
- Able to work with sensitivity and political astuteness to represent TMS in a diversity of settings
- Able to assess risks, anticipate difficulties and successfully address them
- Evidence of successfully leading and developing a large team

Other requirements Ability to travel independently and undertake occasional weekend or evening work including overnight stays away from home.

5. Appointment Process

Making an application:

Applications can be made through the Charity Jobs website or direct to Transform MS via the email address below.

Each application needs to include:

1. A covering letter explaining why you wish to be considered for the role. This should include how your skills and experience meet the established criteria and will make a difference and add value to the objectives of Transform MS.
2. A detailed CV covering all work experiences
3. A minimum of two references who would be contacted post agreement with you and if you are successful

For applications direct to Transform MS CiC the information should be emailed to recruitment@transformms.org

Please note we would welcome visits or virtual calls to meet key members of our team ahead of an interview. This would need to be arranged in advance, so please let us know, via the same email address, if you would like this opportunity.

Interviews and Selection

Shortlisted candidates will be invited to attend a 1st Virtual Interview during w/c 6th January 2025. Following this, the final selected candidates will be invited to attend an in-person Panel Interview in Devon (location to be confirmed) during w/c 13th January 2025.

The Panel Interview will be led by the Chair of the Board and you will be asked to deliver a 10-minute presentation focused on your experience of ***“leading effective delivery of high-quality client projects/services and operational management of a business”***.

Privacy Statement

Transform MS CIC will collect, store and use the personal data provided by you for your job application in accordance with General Data Protection Regulation 2018 and our Privacy Notice (Recruitment) which is available on our website. www.transformms.org

Diversity Statement

Transform MS CIC believes that freedom from discrimination and equality of opportunity are fundamental rights and that each person should be valued regardless of age, race, gender, disability, sexual orientation, and religion or belief. Transform MS recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its employees to utilise the skills of the total workforce. It is the aim of the Company to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Equality Act 2010).