



WE DELETE BLOOD CANCER

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JOB POSTING

Job Title Head of Improvement and Service Management	Department Improvement and Service Management
Responsible to Executive Country Manager	Direct Reports: 1 Indirect reports: 10
Location Charlotte, North Carolina	FLSA Status Exempt

About DKMS

DKMS is an international non-profit organization dedicated to the fight against blood cancer. Founded in Germany in 1991 by Peter Harf, DKMS and the organization's over 1000 employees have since relentlessly pursued the aim of giving as many patients as possible a second chance at life. With over 11 million registered donors, DKMS has succeeded in doing this more than 100,000 times to date by providing blood stem cell donations to those in need. This accomplishment has led to DKMS becoming the global leader in the facilitation of unrelated blood stem cell transplants. The organization has offices in Germany, the US, Poland, the UK, Chile, and South Africa. In India, DKMS has founded the joint venture DKMS-BMST together with the Bangalore Medical Services Trust. In the US DKMS is currently present in Texas, Missouri and New York and opens now a location in Charlotte, N.C. to build strong communities.

DKMS is also heavily involved in the fields of medicine and science, with its own research unit focused on continually improving the survival and recovery rate of patients. In its high-performance laboratory, the DKMS Life Science Lab, the organization sets worldwide standards in the typing of potential blood stem cell donors.

Position Summary:

The Head of Improvement and Service Management is responsible for managing Finance, IT Support, HR Administration, Logistics and Transports, Administration (incl. Purchasing) as well as Quality and Process Management. The Head of Improvement and Service Management will have the day-to-day responsibility for planning, implementing, managing, and controlling all business-related activities in these fields along with strategic planning responsibilities associated with the business long-range and annual operating plans. For these tasks there will be support by, and close exchange with, the DKMS Central Shared Services and the Group Development that operate internationally. Reporting directly to the Country Manager, this is an exciting opportunity for someone who wants to be an integral hands-on part of an entrepreneurial and creative team engaged in fast-paced growth of a non-profit.

PRIMARY RESPONSIBILITIES

Leadership and Management

- Lead, manage, and develop Finance, IT Support, HR Administration, Logistics and Transports, Administration (incl. Purchasing), as well as Quality and Process Management (QPM) according to goals and target setting of the DKMS in alignment with the Country Manager while ensuring the departments day-to-day functionality
- Meet with the Country Manager for the purpose of regular supervision and appraisal
- As a member of the senior leadership team, the role contributes significantly to the senior management of DKMS and work collaboratively with DKMS Shared Services: ITS, Finance and Accounting, QPM, Administration (incl. Purchasing) to ensure all measures and departmental objectives are aligned with the global guidelines and goals
- Responsible for motivating, managing and developing staff to enable high levels of performance and a productive and collaborative work culture



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- Responsible for the implementation and goal achievement of projects in the department and communicates to staff on a regular basis
- Prioritizes and delegates tasks in the department and determines allocation of duties
- Works collaboratively with the other US departments in NC, NY, TX and identifies and optimizes interfaces with other departments and coordinates cross-departmental issues to ensure the organization's success
- Prepares and monitors the department's budgets.
- Oversees the review and revision of the departments Standard Operating Procedures (SOPs)
- Serves as a source of expertise, knowledge, and guidance to the rest of the organization on the mentioned fields
- Performs any other duties deemed appropriate by the Executive Country Manager, subject to time and commensurate with level of responsibility and salary
- Participates and plays an executive leadership role in staff training, organization/team meetings and events
- Complies with the organization's health and safety, confidentiality, data protection, charity laws and other policies
- Promotes equality of opportunity and anti-discriminatory practices

Finance, IT Support, HR Administration, Logistics and Transports, Administration (incl. Purchasing) as well as Quality and Process Management

Finance

- Through executive oversight, ensure the timely and accurate preparation and submission of the annual financial statements, federal and state tax returns, and the monthly financial reporting to internal and external stakeholders including the Board of Directors, and in coordination with the organization's external auditors.
- Ensure the creation and monitoring of budgets, participate in their analysis and effectively communicate critical financial matters to the Country Manager/ Board of Directors
- Oversee all accounting practices and ensure relevant internal controls and compliance with policies, procedures, and guidelines
- Responsible for ongoing risk management including overseeing all insurance coverage, and providing necessary recommendations on upgrades, coordinating timely renewals and ensuring policy requirements are met throughout the organization

HR Administration

- Act as key point of contact for HR related questions and Employee Relations issues, throughout the employment life cycle, from recruiting to conclusion of employment, to ensure compliance with all regulations and minimalization of risk.
- Oversees payroll processing
- Work in collaboration with other departments and management to ensure organizational effectiveness by providing leadership for the organization's functions
- Maintains workers compensation accidents and claims

IT Support

- Manages and directs DKMS US staff and resources in a professional and disciplinary manner in close coordination with the DKMS Group central IT functions, including oversight of network security, ensuring assistance is available for technical issues and IT support, and ensuring that effective and appropriate training is available.
- Serves as central contact for external service providers and internal development teams in the development of new IT services

Logistics and Transports



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- Provide executive leadership to the team in ensuring effective logistics around the shipping of stem cell products, donor educational materials inventory, donor drive supplies, clinical supplies, donor medical supplies, labs and hospitals, including control and best practices of all supplies, in compliance with FDA requirements.

Administration (incl. Purchasing)

- Responsible for and manages the employees and resources in central purchasing, office management and facilities management, including building related matters and compliance with health and safety regulations

Quality- and Process management

- Is responsible for the implementation and the further development of the quality management system as it is provided centrally in the DKMS Group
- Ensures that employees and supervisors are informed of and advised on changes to quality specifications and standards

QUALIFICATIONS

Education, experience, and knowledge

1. University degree in business or economics or a comparable field of study
2. Minimum of seven years' work experience in management in a complex organization in a comparable role
3. Extensive practical experience, knowledge and capability in the areas of Finance, Administration, Logistics, Human Resources and Purchasing, both at a high level of management, as well as at the functional level.
4. Demonstrated experience in governance and compliance, particularly with regard to regulatory issues and requirements
5. Solid management experience to guide and direct the IT functions of an organization; while at the same time able to pitch in and assist with coverage in appropriate areas as needed.
6. Proven budgeting skills and solid experience in financial systems with strong knowledge of Generally Accepted Account Principles in the US as well as familiarity with IFRS
7. Demonstrated "hands-on" experience and the effective use of related technology tools: Proficiency in Windows, Word, Outlook, Excel, and internet searches, SAP knowledge is a plus
8. Good knowledge of QPM tools or willingness to quickly learn existing solutions

Skills and abilities

1. Self-starter, resourceful in researching multiple potential solutions and strong analytical skills to assess best approach
2. Excellent strategic thinking and long-range planning skills as well as proven ability to follow through at the grass roots level.
3. Experienced managing large teams: Being a team player and strong leader, able to delegate and prioritize multiple activities and responsibilities, work collaboratively in leading and managing people with empathy, and able to jump in with sleeves rolled up when needed.
4. Highly organized working practices: Ability to identify and resolve problems in a timely manner; gather and analyze information skillfully; work well in a group/individual problem-solving situation
5. Strong communication skills - especially with the ability to communicate technical/financial information to managers from other fields
6. Ability to maintain confidentiality in their work, exercising analytical judgment and discretion at all times
7. Must be detailed oriented, highly organized, able to maintain accurate records and able to multitask efficiently
8. Accomplished at working in an environment that is demanding, fast-paced, where there are competing needs and at times, limited resources
9. High level budgeting, business planning and financial monitoring skills, along with attention to detail for report-



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creation and direct financial analysis.

10. Good IT skills and computer literacy; able to cover existing staff during vacations and sick leaves.
11. Excellent influencing and negotiation as well as presentation skills
12. Flexible and proactive approach to work
13. Proven successful working in a variety of diverse contexts and with the ability to interact professionally and thoughtfully in an intercultural context and in an international team
14. Strong passion and commitment to the DKMS mission to give blood cancer patients a second chance at life
15. Up to 30% regional and international travel required, including evening/weekend working hours based upon business needs
16. Valid driver license