



**"I applaud Mercy Ships in their efforts of transformational development as they make a lasting difference in a world of need."**

**Nelson Mandela, Former President, South Africa**

# Finance Director

May 2022



## Introduction

**from Joanne Balaam,  
Chief Executive Officer**

Thank you so much for your interest in the role of Finance Director at Mercy Ships.

I have worked at Mercy Ships since 2016 and took up the role of CEO in 2020 and I love what we do. It's a tremendous privilege to work in a significant organisation in world mission and social action.

Our ships take medical expertise and supplies to help eradicate the diseases of poverty and deprivation, giving others life and wellness instead of death and debilitation. It's so wonderful to see the changes in people's lives, both adult and children, and to witness how love changes things.

Our goal is not only to have a transformational impact on individual lives through the healthcare we provide but also to see a lasting impact on the societies and communities that have been involved. Sharing our skills and knowledge with local medical experts enables them to contribute directly to the improvement of healthcare delivery in their country long after we have left.

As we launch our five year strategy, we are adding several roles to help us achieve our ambitious targets. We are looking to increase our income, and engage with new supporters, to maximise the opportunity to double our impact that the arrival of *The Global Mercy* brings. We will be able to help more patients and train far more healthcare professionals, and need a team to enable us to deliver this.

Here in the UK we are a committed team of 24+ people working in a variety of hybrid ways. We have high standards for working together (see our behaviours on page 3) and love to challenge one another to do better. We are an agile and high-performing team, motivated by shared success. A key focus in 2022 is organisational development, working hard to identify and build strong culture across the existing team and our new colleagues.

We are looking to develop our management team with a strong and inspirational leader who shares our vision, passion and commitment, to take on the role of Finance Director. This is a role for someone who is energised and motivated by our vision to double income in the next five years, who has great interpersonal skills and is ready to bring positive, kind leadership to the organisation.

If this tremendous opportunity interests you, and if you believe you have the skills and passion to succeed in this role, then we would love to hear from you.

Details of how to apply are given at the end of this pack. If there's anything that's unclear or you have any specific questions or concerns, please don't hesitate to contact Mercy Ships for an informal chat.

I am really looking forward to hearing from you.

**Joanne Balaam,  
Chief Executive Officer**



## Impact

Over 2.8 million lives have been transformed by our work since 1978, an average of 66,000 services offered per year.

- We have completed more than 1,110 community development projects including the reconstruction of schools, clinics, orphanages, water wells and agriculture programmes. Providing local training and infrastructures to enable and sustain their future success.
- We have trained more than 6,600 local professionals (including surgeons) who have in turn trained many others, over 252,000 local people, in basic healthcare.
- Our hospital ship proudly boasts a purposebuilt hospital including five state-of-the-art operating theatres and 80 patient beds.
- We have provided care in over 55 of the world's poorest developing nations.



### Our Mission

Mercy Ships follows the 2,000 year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



### Our Vision

Mercy Ships uses hospital ships to transform individuals and partner with nations.



### Our Values

Following the model of Jesus, we seek to:

- Love God
- Love and serve others
- Be people of integrity
- Be people of excellence

## Our work Mariama's Story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old Mariama's lip and nose, making it difficult for her to eat and causing her parents to worry about their child's future.

Since paediatric services capable of treating baby Mariama's condition were not available near the family, local doctors directed her father to Senegal's capital city in hopes of finding help.

It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that corrected her cleft lip. After surgery, Mariama and her family stayed at the HOPE Center, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!





## History of Mercy Ships

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than £1.3 billion. By improving healthcare delivery in every country visited, Mercy Ships is working to eradicate the diseases of poverty. Mercy Ships follows the model of Jesus by “bringing hope and healing to the forgotten poor”, helping people of any faith or none.

Mercy Ships delivers a customised five-year partnership model with every country it is invited to support. Relationships are built with the national government and ministry of health, so that the specific needs of each country are met; we work to strengthen the country’s healthcare systems and drive policy change.

The aim is to tackle the root causes of the problems rather than just the consequences.

Mercy Ships UK (a key member of the Mercy Ships global partnership) was founded in 1996. We currently have one ship (*The Africa Mercy*) active and in service with another (*The Global Mercy*) being equipped and prepared.

## Behaviours



### 1. We put beneficiaries first

Our performance impacts lives, so we strive for the very best results.



### 2. We are open to challenge

We challenge current norms, ideate, create and develop.



### 3. We expect the best

We consistently seek the best in and for others.



### 4. Together in everything

We are a relationally-driven team.



### 5. Effective Interaction

We communicate with clarity and purpose.

# Role Description

## Finance Director

**Main Workbase:** 12 Meadway Court, Stevenage SG1 2EF  
(Minimum two office days per week, with flexible/homeworking)

**Hours of Work:** Full time (37.5 hours plus unpaid breaks)

**Contract:** Permanent

**Salary Band:** £55K – £70K depending on experience

**Line Manager:** Chief Executive Officer

**Line Management Responsibility:**

*Internal:* Junior Accountant, Office Manager

*External:* Outsourced HR agency, Outsourced IT agency

**Benefits:**

- 25 days annual leave + bank holidays, increasing + one day with each year of service, up to 30 days annual leave
- Christmas shutdown
- Up to 7% Employer pension contribution
- Travel and training loans
- Free parking onsite

## Main Purpose

We are looking for an experienced and proactive Finance Director to join us at a time of growth, with the opportunity to help lead in the organisation's strategic development of improved reporting, forecasting and evaluation of fundraising and new business development opportunities.

This role is vital to the successful delivery of Mercy Ships UK five-year strategy to double income, overseeing the internal and external reporting to define clear links between success of activity and increased revenue generation. Measuring outputs and outcomes to evaluate productivity, efficiency and effectiveness, providing clear feedback to relevant management, and supporting with continuous improvement. Raising the profile of data driven decisions, working closely with the Head of Supporter Development to ensure our technology stack works 'for us', providing accessible and informative dashboards.

Demonstrating inclusive and coaching leadership across the Finance and Office Management team, while setting clear expectations across outsourced support (IT and HR) will require strong communication skills at all levels. Being flexible and agile, willing to 'roll up sleeves' and support cross teams will be essential. A key member of the Senior Management Team, the candidate

must lead with integrity and excellence, embracing honest feedback and respecting others, be it the staff, volunteers or patients.

Provide strategic leadership to the charity and CEO, producing board and management level financial and KPI reporting, responsible for managing supporter services and operations team, managing all financial, IT, and other admin duties for the charity. The role involves communicating with other finance professionals across the international structure, idea sharing and working collaboratively as part of an executive team and international family of organisations. Providing executive support to the treasurer in leading the Finance, Audit and Risk board committee, bringing clear and concise updates highlighting key success and risks across finance, fundraising and compliance.



## Main Responsibilities

### Financial Management:

- Develop efficient and useful reporting dashboards demonstrating the link between outputs and outcomes for management and Trustees
- Oversee all day-to-day financial controls, processes and financial compliance
- Management of annual audit and production of statutory accounts
- Work with Mercy Ships Operations Finance team to provide clear fundraising opportunities within restricted funds, ensuring all subsequent donor restrictions are honoured.
- Develop and support financial assessments of the business as a going concern in line with its strategic aims
- Work with the Treasurer to run the Finance, Audit & Risk Committee
- Prepare all papers & reports as required by the Committee and the Board

### IT, Ops & Admin:

- Oversee delivery of required IT services across the business in line with the needs of each team
- Oversee the facilities and fleet of the business, ensuring it is fit for purpose and compliant
- Develop and lead a structured programme for cross

trained administrative functions, reception and fulfilment

### HR and Organisational Development

- Oversee the HR agency to ensure all HR functions work effectively across advertising, recruiting and induction, through to appraisals, development and succession planning
- Work with the agency to develop management training programme, learning and development framework and transparent movement through the Pay Structure
- Ensure employee absence is reviewed and reported correctly, assessing recurring issues and developing strategic solutions to better engage employees
- Oversee all Organisational Development work on the People Plan, dovetailing with the overall strategic aims to double income, build a talent community and create a culture of innovation and expertise
- To act as a leader within the organisation as a member of the Senior Management Team
- Other duties as are within the scope, spirit and purpose of the job as requested by the line manager
- Post holder will actively follow Mercy Ships UK policies

**As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder**

# Person Specification

Attribute	Essential	Desirable
<p><b>Education/Qualification</b></p>	<ul style="list-style-type: none"> <li>• CIMA or ACCA qualification</li> <li>• Relevant degree in accounting or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Charity finance training or qualification</li> </ul>
<p><b>Proven Experience</b></p>	<ul style="list-style-type: none"> <li>• Strong charity finance experience</li> <li>• Leading a team of finance experts in managing the finance processes effectively</li> <li>• Working with a board of trustees</li> <li>• Experience of preparing annual accounts for the Board and Charity Commission</li> <li>• Operated within an environment of ambitious growth</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing outsourced IT and HR resources</li> <li>• Experience in international development</li> </ul>
<p><b>Skills &amp; Abilities</b></p>	<ul style="list-style-type: none"> <li>• Strong accuracy in preparing board papers</li> <li>• Confident communication skills to convey complex finance matters to all levels and audiences</li> <li>• Knowledge and excellent use of accountancy packages</li> <li>• Ability to lead a small team as well as act as a role model across the wider MSUK team</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Able to actively support, promote and encourage Mercy Ships' mission and values</li> </ul>	



## How to apply:

**to join us in transforming the lives of the forgotten poor:**

Send a CV and covering letter to [careers@mercyships.org.uk](mailto:careers@mercyships.org.uk)

by 6th June 2022

Don't delay applying as we screen applications on receipt and reserve the right to close early.

**Hope.  
Healing.  
Transforming Lives.**

Registered Charity No: 1053055. Registered Charity in Scotland No. SC039743.  
Company No: 3147724 (England and Wales)

## Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

## DBS Check:

Candidates will be asked to declare any 'unspent convictions.' Further information can be found [here](#).

Eligible roles may require a Disclosure Barring Service (DBS) check.

