



Candidate Pack for Chief Operating Officer

Welcome

Thank you for considering this exciting opportunity to join our Executive leadership team as our new Chief Operating Officer at such a pivotal stage in our charity's growth.

The Motor Neurone Disease (MND) Association is dedicated to improving the lives of people living with and affected by MND, now and in the future. We fund research, improve care, build partnerships and provide support for people with MND, their families and carers. As a membership organisation with more than 12,000 members and 13,000 volunteers, we have a powerful national and local network all united by our vision for a world free of MND. People with MND, their families and carers are at the heart of everything we do.

This disease is devastating, but we are determined to make a difference across everything we do. The profile of MND as a rare disease is high, with more funds coming into research, we are hoping to see the development of new and vital treatment options in the future, giving hope to our community and allowing them choice and control in managing this disease.

Given the high profile, our charity has grown rapidly in recent years, and we now need to build on our success and ensure we are well positioned for further growth, elevating our profile and extending our reach and impact. This year, we have launched a new strategy in which we are ambitious, bold and unapologetic in our pursuit of excellence in every aspect of our work, but this is where the hard work starts.

We are looking for an exceptional Chief Operating Officer to join us at this transformative moment in our development. Working in close partnership with me as Chief Executive - acting as my deputy during any periods of leave - our Board of Trustees and executive leadership colleagues you will drive organisational performance, financial sustainability, planning, risk management, governance and digital innovation ensuring the charity works creatively, efficiently and effectively, whilst delivering maximum impact for the MND community.

You will be a commercially astute, values-driven leader with a proven track record of operational excellence and strategic influence at the highest level. A qualified accountant who is already operating at board level you will have a strong grasp of corporate financial leadership gained in complex environments at times of change. A clear communicator, with an eye for detail and the ability to manage a wide and varied portfolio, these fundamentals will inspire you to deliver your best work.

The MND Association is an open, non-hierarchical organisation and as our Chief Operating Officer you will actively embrace this approach. Whatever your background, you must be able to demonstrate a real understanding of what motivates people to work or volunteer with us and the complex, often highly challenging and emotive environment we operate in.

We hope you feel excited about bringing a step change in how we plan and operate, to make our ambitions a reality. If you are motivated by purpose, inspired by challenge, and ready to lead with clarity and ambition, I hope you will read on to find out more.



Tanya Curry
Chief Executive

About MND and the work of the Association

Motor neurone disease (MND) is a fatal, rapidly progressing neurological condition affecting more than 5,000 adults in the UK at any one time. The disease causes messages from nerves (motor neurones) in the brain and spinal cord that control movement to gradually stop reaching the muscles, leading them to weaken, stiffen and waste.

The result is that people become locked in a failing body, unable to move, talk and eventually breathe. Some may experience changes in thinking and behaviour, with a proportion experiencing a rare form of dementia. MND does not usually affect senses such as sight, hearing and touch.

MND kills a third of people within a year and more than half within two years of diagnosis. It affects people from all backgrounds and a person's lifetime risk of developing MND around 1 in 300. Today six people will be diagnosed and six will die from MND. There is no cure.

The MND Association focuses on funding research, improving access to care and campaigning for people living with or affected by MND in England, Wales and Northern Ireland. Our network of members provide information and support for people with MND, their families and carers. We fund and promote research that leads to new understanding and treatments and brings us closer to a cure. We campaign and raise awareness so the needs of people with MND are recognised and addressed by wider society.

To view our strategy and annual report, and Impact Report, please click the links below:

[Strategy and annual report 2024](#)

[2024 Impact report](#)



Role Description

Reports to: Chief Executive

Direct reports: Chief Technology Officer, Head of Finance, Head of Facilities, Head of Strategy & Programme Management, Head of Governance & Compliance

About the Role

As a key member of the Executive Leadership Team, the Chief Operating Officer will be instrumental in driving strategic delivery, operational excellence, planning & performance and sustainable growth. This is a rare opportunity to shape the future of a mission-driven organisation, ensuring we deliver maximum impact for the MND community.

With a strong financial background, you will lead core business operations—finance, digital and technology, facilities, governance, planning performance and risk management—bringing financial and commercial insight, strategic acumen, and a deep commitment to our cause. You'll ensure we operate with integrity, agility, and purpose, empowering teams to deliver with clarity and confidence.

Key Responsibilities

Strategic Leadership

- Partner with the Chief Executive and Executive Leadership Team to shape long-term strategic goals, ensuring they are underpinned by robust plans, clear performance measures, and effective resource allocation to deliver maximum impact for the MND community.
- Working with the Head of Strategy and Programmes, ensure active leadership on annual planning and performance cycles (programmes and budgets), ensuring alignment across directorates and with the charity's strategic priorities.
- Use insight, foresight and external scanning to navigate change, manage risk, and seize opportunities.

Operational Excellence

- Lead on driving high performance across the charity, embedding a culture of continuous improvement, learning, constructive challenge, and data-driven decision-making.
- Promote a shared understanding of organisational impact—ensuring that staff and volunteers are motivated by clear goals and that our work delivers measurable outcomes for the MND community.
- Provide ELT and Board with timely, insightful reporting and analysis to track progress, manage risks, and respond proactively to performance challenges.

Financial Stewardship

- Act as the strategic financial adviser to the Chief Executive, ELT, and Board, developing and implementing financial strategies that align with the Association's goals allowing us to deliver our strategy and core purpose.
- Support the Finance team to lead the budgeting, forecasting, and financial reporting processes—ensuring strong financial governance and a clear line of sight between strategy, planning, delivery, and financial management.
- Role model a culture of financial literacy across the organisation, enabling budget holders to make responsible, value-for-money decisions.
- Work closely with the Director of Income Generation and Finance and Audit Committee to assess medium- and long-term financial trends and shape sustainable income and investment strategies that align with the Association's ambitions.
- Ensure best financial practice is upheld at all times, with full compliance with legal, regulatory, and ethical standards.

Digital & Data Transformation

- Partner with the CTO to drive digital innovation and transformation, ensuring we modernise and continually improve our systems.
- Oversee the development and implementation of digital strategies that improve internal operations, data systems, supporter engagement, and service delivery.
- Ensure robust governance of data systems, including data protection and information security, in line with legal obligations and best practice. Promote a culture of digital confidence and innovation.
- Lead efforts to modernise internal systems and processes—enhancing efficiency, agility, and organisational resilience.

Governance & Risk

- In addition to core operational responsibilities, the Chief Operating Officer will also act as Company Secretary, overseeing governance and compliance, ensuring all activities are conducted with integrity, transparency and in line with statutory and regulatory requirements.
- Working with the Chief Executive and Head of Governance, provide support to the Board of Trustees and oversee the maintenance of accurate corporate records and governance documentation.
- Lead on the management of strategic and organisational risk, embedding a robust risk management framework that enables proactive mitigation and assurance.
- Act as a key contact for the Board of Trustees on strategic risk matters—ensuring governance processes are well-supported, timely and informed by high-quality reporting.
- Provide strategic oversight of all legal matters affecting the charity, including contracts, data protection, safeguarding, property, and partnerships—ensuring appropriate expert advice and due diligence processes are in place.

Support Services & Culture

- Oversee and ensure Health, Safety and Compliance are embedded and optimised in all we do.
- Ensure all our facilities of work and operation are compliant, safe and ensure best practice in supporting our staff and volunteer workforce.
- Foster collaborative working across directorates, ensuring support services are well-integrated, continuously improved and deliver a positive experience for colleagues.

About You

- Exceptional senior leader, visible and adaptable, with a proven track record of driving organisational change, and building, motivating and inspiring diverse, high-performing teams to deliver meaningful impact.
- Qualified accountant, with significant post-qualification experience and a strong grasp of corporate financial leadership in complex environments.
- Experience of working at a senior level (COO, CFO) where you are the deputy to the CEO, and work closely with Boards and a wide variety of stakeholders. Ability to build credibility, offer robust challenge, and influence strategic decision-making.
- Skilled at using data, insight and performance measures to track outcomes and assess organisational impact in line with mission and strategy.
- Outstanding interpersonal and communication skills, with the ability to convey complex financial and operational information in a clear, accessible way.
- Meticulous in ensuring compliance with accounting standards, governance, and regulatory requirements, and committed to the highest standards of financial integrity and transparency.

Commitment to Diversity

We encourage applications from individuals with diverse backgrounds, skills, and perspectives to help us better serve the charity's mission and beneficiaries.

Motor neurone disease doesn't discriminate, and neither do we.

We are determined to become fully inclusive by continuing to embrace diversity, remaining committed to equity and ensuring that our products and services are fully accessible. In this way, we can ensure that all people living with and affected by MND get the best possible care and support they deserve.

We offer a variety of network groups and forums that are open to everyone, including our staff, volunteers, people living with and affected by MND, as well as Association members. These groups provide peer-to-peer support, raise awareness, and hold the Association accountable.

We are a Stonewall Diversity Champion, have recently been awarded Disability Confident-Employer status, and are members of the Communications Access Scheme.

Take a look at the [inclusion pages](#) on our website to learn more about our inclusion strategy, see how far we've come and where we are heading.



Terms of appointment

Salary

The salary for this role is c. £110,000 per annum on a full-time permanent basis.

Location

Home based, with frequent travel to both Northampton & London offices to collaborate with colleagues.

Pension

The option of the Auto Enrolment Scheme where the employee and employer both contribute 4% of your monthly salary, calculated after tax and national insurance (NI) have been deducted or an Enhanced Salary Sacrifice Scheme where the employee contributes a minimum of 5% and the Association contribute 8.1%, calculated before tax and NI are deducted.

Annual leave

28 days holiday, rising to 33 days after 5 years' service, plus bank holidays.

Additional benefits

- Access to UK Healthcare which includes reimbursement for dental appointments, eyecare, Health & Wellbeing screening and therapies.
- Access to a 24/7 phone and video GP Service.
- Access to a confidential counselling helpline.
- Salary sacrifice schemes to include:
 - Cycle to work.
 - Buy and sell annual leave.
- Life assurance.
- BenefitHub which offers lifestyle discounts and offers on everyday shopping.
- Opportunities for training and personal development.



How to apply

We hope you will consider making an application. To make an application, please go to <https://starfishsearch.com/jobs/mnda-coo/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

Alternative application process

- To support an inclusive application process, we are open to receiving alternative applications. If you would like to apply via video or audio file, please send your recorded expression of interest to chris.milo@starfishsearch.com

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:

Friday 11th July 2025

Preliminary interviews with Starfish Search:

w/c 21st July 2025 (online)

Interviews with MND Association:

w/c 4th and w/c 11th August 2025

If you plan to be away during at any stage during the selection process as set out above, please highlight this in your application.

