



We're Providing Free of Charge Pro Bono Operational Support

Costello Medical is a rapidly growing healthcare agency specialising in medical communications and health economic services. We have grown organically since foundation in 2008 to a team of over 350 based in the UK, Singapore, China and the US.

We are passionate about sharing our scientific expertise to help improve health and healthcare globally and are dedicated to delivering scientific projects free-of-charge on a pro bono basis to charities and non-profit organisations. We are now looking to grow our pro bono services by providing increased operational support to charities in the health/healthcare fields.

Our operational pro bono support has so far included:

- Development of a performance management process, including the design of appraisal forms, for a local children's charity
- Tailored advice to support a rare disease charity's recruitment strategy, alongside developing a new HR process for their company handbook
- Strategy development for sourcing trustees
- Development and delivery of a strategic workshop, providing small charities with the tools they need to grow the business aspects of their organisations
- Book-keeping support on a fixed-term basis

How Can We Support?

We are opening applications for charities and non-profit organisations to apply for our operational expertise on a pro bono basis. We anticipate that our support would be most useful to smaller charities operating in the health/healthcare sector. Our goal is to understand your specific needs carefully, get to know you and your team, and provide tailored support that sets your non-profit organisation up well for moving forward in the future.

Example support we can offer:

HR and Recruitment

- Existing policies and processes analysis, and/or assisting with the creation of new policies and processes. This could include, but is not limited to, performance and absence, family leave and benefits/rewards
- Team training on all levels
- Recruitment process management and advice
- Employee relations support

Finance

- Maintaining accounting records
- Assisting with cashflow planning
- Modelling potential financial positions
- Setting up accounting processes





IT and Cybersecurity

- IT security/cyber hygiene training
- Strategic advice on: IT processes, IT hardware, Microsoft 365, Cloud technologies and IT roadmapping

Strategic Operations

- Business development and strategy workshops
- Senior team training
- Project and risk management

Facilities

- Supporting all elements of facilities management. This could include, but is not limited to, office moves, office maintenance and sourcing suppliers and support providers
- Assisting with the procurement of cost-effective office equipment

Events and Fundraising

- Organisational support for large events
- Insight into effective planning of events
- Developing templates and guidance for event organising

Operational Management

- Time management, organisation or productivity training
- Reviewing the current breadth of work the charity is undertaking, and advising on best practices to manage this
- Reviewing internal processes/organisational systems and working to streamline these and/or implement new processes

Application Process

Applications are open from **15th May 2023** — **Monday 26th June**. Please apply via our [application form](#).

You will be asked to provide the following information upon applying:

- The objective and/or mission and vision statements (or equivalent) of your organisation
- The size of your organisation
- A brief overview of your organisation's relevant financials for the past 3 years (or since foundation if <3 years)
- A brief description of 3 current or past projects that summarise the work you do
- Where you see your organisation in 5 years' time
- Details of your proposed project to be delivered by Costello Medical

If you are selected, you would be required to sign an agreement with Costello Medical which details the boundaries of our service. Full information will be provided during the selection process.

We look forward to reviewing your application!