

Operations Assistant

Company description

Dolon is a leading strategic market access consultancy that specialises in supporting clients with their pricing and reimbursement strategy, creating value communication materials and shaping policy for medicines to treat rare and severe diseases. We have an exciting client base of global pharmaceutical companies with innovative and important portfolios of medicines. Working in close partnership with our clients, we help them to demonstrate the value of their products to payers and other key decision makers. We also help clients identify and articulate policy issues and use creative, evidence-based approaches to engage a diverse range of stakeholders in constructive exchanges of ideas and perspectives in order to achieve common ground in advancing patient access to treatments for rare and severe diseases.

Headquartered in London with team members across Europe and in the US, Dolon is a dynamic, fast-growing company with a strong reputation and a bright future.

This is a full-time role based in Dolon's London office (near Liverpool Street), with a minimum requirement of 3 days a week in the office.

Role description

The Operations Assistant will have day-to-day responsibility for supporting operational activities including IT, legal, and environmental sustainability tracking. This is a generalist role for a proactive individual who enjoys multi-tasking, embraces flexibility and is able to adapt to the changing operational needs of a growing company.

The Operations Assistant will report to the Finance & Operations, Senior Manager.

Key responsibilities

- Assist in the preparation of client and supplier contracts, including processing documents for signature via DocuSign and keeping organised records.
- Run the onboarding process for new joiners, preparing laptops and IT equipment, updating asset registers, and leading the day one induction session.
- Run the offboarding process for leavers, ensuring appropriate equipment disposal and IT account closures.
- Support Dolon team with IT issues and requests, escalating to external IT providers when needed.
- Action the purchasing of IT hardware and software in partnership with external IT providers, maintaining diligent records.
- Management of Dolon file management systems, granting access to project teams and monitoring user permissions.
- Provide support in planning the logistics of Dolon's marketing events and annual all company meetings, including sourcing managed event companies.
- Support Dolon's environmental sustainability work, gathering data to monitor our carbon footprint and championing sustainability within the company.

Experience, knowledge and qualifications

- Strong computer and IT literacy including experience working with Excel, PowerPoint, and file management.
- Previous experience in an operations role within a professional services organisation desirable.

Skills

- Exceptional level of attention to detail
- Excellent organisation and time management
- Ability to multitask and prioritise workload
- Strong interpersonal and communication skills (written and oral)
- Solutions-oriented
- Discretion in handling confidential matters
- Willingness to continually learn and look for ways to improve processes and efficiency

Personal traits

We place particular importance on emotional intelligence and the ability to get along with other people – Empathy, Flexibility, Positivity, Honesty & Transparency and Excellence & Innovation are important values at Dolon.

Diversity and inclusion

Dolon is committed to recruiting, developing and retaining a diverse team of employees that represent our culture, values and reputation. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, sexual orientation, age, marital status, disability, or gender identity.

How to apply

Please send a CV and cover letter to recruitment@dolon.com (no recruiters, please).