

# Operations Associate

## Company description

Dolon is a leading strategic market access consultancy. Our clients are pharmaceutical companies located around the world that are working on innovative and important medicines to treat rare and severe diseases. We support clients in developing pricing and reimbursement strategies and evidence-based messaging to communicate on the value of their products. We also work in close partnership with clients to navigate and shape the policy environment to facilitate and improve patient access to rare disease treatments.

Headquartered in London with 50 staff across Europe, Dolon is a dynamic, fast-growing company with a strong reputation and a bright future.

## Role description

The Operations Associate will have day-to-day responsibility across a range of operational activities including legal, finance, office management, meeting planning and IT. 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 Associate will report to the Finance & Operations Manager. This is a full-time role based in Dolon's London office (near Liverpool Street).

## Key responsibilities

- Assist with contracts management, including preparing work orders for client and supplier contracts and processing documents for signature
- Support the annual budget planning process and monthly tracking of operational expenditure
- Manage relationship with serviced office provider and assess office space requirements on an ongoing basis
- Assist and manage co-working space requests from remotely based staff
- Schedule and manage the agenda for internal staff meetings
- Organise logistics and travel for annual staff meetings and plan social events
- Assist with onboarding new starters and offboarding leavers
- Respond to internal IT queries such as software requests, licence and access management
- Liaise with external IT service provider to escalate queries that require technical support
- Ensure staff comply with information security and acceptable use policies through ongoing communication and training
- Perform basic updates to maintain content of the company website via the content management system
- Optimise the structure and maintain content of company intranet site (SharePoint)
- Be flexible and willing to help across a range of other operational tasks in line with evolving needs of a growing company

## Experience and knowledge

- Previous experience in an operations role (including contract management and budget tracking) within a professional services organisation
- Strong computer and IT literacy including experience working with spreadsheets, file management and basic content management

## **Skills**

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

## **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 to our clients and ourselves.

## **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](mailto:recruitment@dolon.com) (no recruiters, please).

Applicants must be eligible to live and work in the UK.

**Closing date for applications:** Friday 3<sup>rd</sup> September 2021