

Contract & Compliance Coordinator

About Dolon

Dolon is a leading strategic market access consultancy that specialises in supporting clients with their global pricing and reimbursement strategies, creating value communication materials, and shaping policy for medicines to treat rare diseases and oncology. We have an exciting client base of major 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 internationally. We also help clients identify and articulate policy issues and use creative, evidence-based approaches to engage with stakeholders and decision makers to advance patient access to treatments for rare diseases and oncology.

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.

Operations function

Dolon's operations function is responsible for overseeing and managing the day-to-day activities that are essential for the business to function efficiently. This includes ensuring that the company's internal processes are running smoothly, resources are being used effectively, and the company is compliant with laws and regulations.

Role description

The Contract & Compliance Coordinator is responsible for providing internal support to the business on a range of commercial contracting activities. The individual will be responsible for monitoring and triaging contracting requests (clients, suppliers, expert partners), preparing contracts and Statements of Work in accordance with existing templates and project requirements, maintaining the contracts register, filing contracting documentation and ensuring compliance with data protection policies and principles in relation to client projects. The role will involve working in partnership with internal and external stakeholders and is a great opportunity for someone looking to grow their career in contract management and legal operations.

The Contract & Compliance Coordinator reports to the Finance & Operations, Senior Manager. The role is based in Dolon's London office (near Moorgate). For this role, Dolon offers hybrid working with a minimum requirement of 2 days in the office.

Key responsibilities

- Review and prepare contracts and Statements of Work in accordance with pre-defined templates
- Monitor the contracts inbox and prioritise incoming requests
- Identify and appropriately escalate potential legal or business risks with contractual terms
- Liaise with external legal advisors as needed
- Coordinate communication between contracting parties to reach agreement on the terms
- Manage the contract signature request process (via DocuSign) and coordinate wet signatures where necessary
- Ensure contracts and related documentation are named and filed accurately

- Obtain purchase order documentation and file accurately
- Maintain the contracts register, chase outstanding actions and proactively flag renewal dates
- Support responses to procurement questionnaires and complete onboarding forms in accordance with client processes and requirements
- Take an active role in improving the efficiency of contracting processes, such as providing internal guidance to project teams and supporting contract template standardisation
- Provide support to project teams for primary market research activities (interviews and advisory boards), including expert contracting, third party recruiter management and data protection compliance
- Foster and promote a culture of compliance by acting as an internal resource on data protection practices and industry standards for conducting primary market research

Perform related duties as assigned, within the scope of practice.

Qualifications and experience

- Previous experience in a contract administration role
- Previous training and knowledge of data protection laws and regulations
- Strong knowledge of MS Office (Word, Excel, Outlook, PowerPoint)
- A degree in Business Administration or qualification in law is desirable

Performance assessment framework

The Contract & Compliance Coordinator's performance in their job is assessed against the following:

Behaviours framework

Positivity	<ul style="list-style-type: none"> • Looks for the best in people and situations
Empathy	<ul style="list-style-type: none"> • Considers others' feelings and how they see things
Respect & courtesy	<ul style="list-style-type: none"> • Recognises and respects diversity and individual expertise • Treats all team members in a courteous and professional manner • Communicates openly and candidly • Engages in active listening and seeks to build common ground • Receptive to feedback and new ideas • Acknowledges the need for work-life balance
Integrity & reliability	<ul style="list-style-type: none"> • Is transparent and honest • Behaves ethically - in keeping with the letter and spirit of the law as well as company standards and expectations • Remains professional and accurate when under pressure
Motivation & commitment	<ul style="list-style-type: none"> • Committed to taking ownership of assigned deliverables • Sense of curiosity that drives learning, self-improvement and personal growth • Proactive, solutions-oriented mindset • Seeks to contribute and support other team members to achieve collective goals

Competencies framework

Domain	Description
Knowledge & expertise	<ul style="list-style-type: none">• Understands legal terms and is able to identify when there is a potential risk to the business that requires escalation• Consistently documents and transfers learnings and best practices from one contract, client or project to inform the approach to similar examples• Familiar with data protection laws and regulations and how these apply in the context of client projects involving primary market research
Planning & organisation	<ul style="list-style-type: none">• Applies planning techniques to manage own workload effectively across multiple tasks with limited direction• Understands and anticipates how planning and organisation of own work impacts others and is able to adjust priorities accordingly
Deliverable quality	<ul style="list-style-type: none">• Applies quality standards and procedures consistently across tasks• Identifies and suggests ways to enhance deliverable quality in relation to own work with guidance
Communication	<ul style="list-style-type: none">• Able to structure and tailor communication to different audiences based on relevance and by anticipating information needs• Presents technical aspects of their own work to others in the team or to small group audiences with and without use of slides or other supporting tools• Produces coherent first drafts of communications for wider audiences with appropriate structure and tone for line manager or others to review• Accurately communicates factual information to external suppliers or clients in line with established processes or with guidance.
Team effectiveness & leadership	<ul style="list-style-type: none">• Collaborates effectively within and beyond immediate the team to achieve common goals• Manages relationships with key stakeholders relevant to functional role with guidance• Supports the team initiatives by contributing ideas

Dolon values

Excellence & Innovation, Flexibility, Positivity, Honesty & Transparency and Empathy, 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, national origin, 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).