

Team Assistant

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 processes are running smoothly, resources are being used effectively, and the company is compliant with laws and regulations.

Role description

The Team Assistant will have day-to-day responsibility for supporting office management and a broad range of administration activities. This is a generalist role for a proactive individual who enjoys multi-tasking, embraces flexibility and has a keen attention to detail.

The Team Assistant reports to the Finance & Operations, Senior Manager. This is a full-time role based in Dolon's London office (near Moorgate); the Team Assistant is expected to work 5 days a week from the office.

Key responsibilities

- Carry out the onboarding & offboarding processes, including preparing IT equipment, granting/removing access to relevant IT systems, scheduling induction sessions, running the operations induction, and recovering IT equipment
- Support Dolon team with IT issues and requests, escalating to external IT providers when needed
- Assist with the planning and logistics of internal events, external events and conferences, liaising with external suppliers where required
- Provide cover of social media account administration when required (LinkedIn)
- Book all of Dolon's business travel, keeping diligent records of trips taken, and ensuring all bookings adhere to company policy
- Oversee the day-to-day operations of the office, including management of stationery and IT supplies, managing post and general office maintenance

- Act as first point of contact for all Dolon employees' office queries, assisting with room bookings, visitor access, IT set-up and facilities issues, liaising with serviced office managers when required
- Coordinate Dolon's social committee, collating ideas, maintaining the schedule of events and taking ownership of planning and delivering those events
- Monitor staff timesheets, sending reminders to staff and providing reports on submission levels
- Support the Executive Committee with administrative tasks such as meeting/event bookings, timesheet submissions, holiday leave requests, expense claims and purchasing requests

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

Qualifications and experience

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

Performance assessment framework

The Team Assistant'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
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 • Seeks to contribute and support other team members to achieve collective goals

Competencies framework

Domain	Description
Knowledge & expertise	<ul style="list-style-type: none"> • Has a strong knowledge of how to administrate key Dolon IT tools, can independently action IT requests from across the company, documenting and re-using knowledge to create efficiencies in providing IT support to staff • Understands importance of Dolon administrative processes and can maintain accurate records • Can explain operational processes to colleagues and direct them where to find information within Dolon systems; able to re-direct any queries to the appropriate member of staff
Planning & organisation	<ul style="list-style-type: none"> • Consistently follows instructions and defined procedures to complete assigned tasks in a timely manner • Able to appropriately prioritise and organise own workload with direction • Competent use of calendar (Outlook and other relevant tools) for scheduling purposes
Deliverable quality	<ul style="list-style-type: none"> • Understands quality standards and procedures at Dolon • Follows instructions, checklists and guidelines accurately • Applies attention to detail in completing assigned tasks, maintaining a high level of accuracy • Ensures deliverables are sent to the appropriate person for review where applicable • Takes on board feedback to improve deliverable quality
Communication	<ul style="list-style-type: none"> • Clear, accurate written and verbal communication (1:1 or small groups) in relation to own tasks • Uses the appropriate medium and frequency for communication dependent on the situation (conversation, Teams message, email) • Respects confidentiality • Is able to ask for help and appropriately escalates questions • Proactively communicates assumptions and gets clarification on tasks up front to minimise the need for iterative communication or rework
Team effectiveness & leadership	<ul style="list-style-type: none"> • Understands team dynamics and roles • Participates actively in team activities and meetings • Learns from team members and seeks guidance • Contributes to team goals through assigned tasks • Makes an effort to build relationships with colleagues within the team and across the wider organisation

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).