

Office Manager

Full time, 18 month contract



IAPO - Overview

The International Alliance of Patients' Organizations (IAPO) is a unique global alliance that works to promote patient-centred healthcare around the world. With 276 member organizations from 71 countries representing 51 disease areas, our vision is to see patients placed at the centre of healthcare and our mission is to help build patient-centred healthcare worldwide.

We work with our members to get patients' voices heard by everyone involved in healthcare. We do this through:

a. Policy and advocacy

We form clear positions on relevant healthcare policies and processes. We then advocate for change with a strong patients' voice at international, regional and national level www.iapo.org.uk/policy-and-advocacy

b. Capacity building

We provide resources and training to our members, based on consultation with them about their needs, to help them thrive in their own fields www.iapo.org.uk/resources

c. Supporting cross-sector alliances and collaborative working

We support our members to work with others to further the agenda of patient-centred healthcare. This includes organizing events, such as regular regional meetings, and our biennial Global Patients' Congress, where organizations can share best practice, gain insights, and speak out on behalf of patients www.iapo.org.uk/activities

Job Role

The Office Manager role encompasses a broad range of administrative tasks to ensure the smooth running of the organization, focusing particularly on supporting our membership and managing logistics for our CEO and international Board members. The postholder will be directly responsible to IAPO's Operations Director, and will work closely with the Member Engagement and Policy Officer.

As a small organization IAPO requires that all staff work closely together as a team, encouraging input from all team members and being able to rely on one another. We need to be self-administrators, willing to help each other out to achieve demanding deadlines.

The post is based at IAPO's offices in London near Old Street.

Office Manager

Full time, 18 month contract



Key responsibilities

Office Management (15%)

- To act as the first point of contact for phone calls, visitors and for all external enquiries and requests
- To provide basic administrative support to the team (team meetings, filing etc.)
- To manage the effective operation of core office systems, including IT, telephones, teleconferencing, office supplies and other support as necessary

Membership support (40%)

- Processing membership applications – electronic and physical database management, including maintaining and monitoring incomplete applications
- Invoicing approved members, processing payments and issuing receipts
- Welcoming new members with all relevant materials
- Co-ordinating membership renewals
- Maintaining and updating membership information and dashboards on Salesforce CRM
- Use initiative to suggest ways of improving systems and relationships with members

CEO and Governing Board support (30%)

- Support the CEO and Trustee Board in diary management, office coordination, travel arrangements, and expenses
- Manage international travel, visa arrangements and senior-level engagement, coordinating visits with external donors and senior personnel

Meeting and events administration & logistics (15%)

- Assist with the administration and minuting of meetings, conference calls and office visits
- Assist with arrangements for IAPO staff and members' attendance at external events and conferences

Office Manager

Full time, 18 month contract



Person Specification

This post is an ideal opportunity for someone with excellent organizational skills, who is able to establish relationships and communicate effectively across diverse audiences. The post requires someone with meticulous attention to detail, strong administrative skills and a positive approach to taking on new challenges.

Requirements

Using specific examples please demonstrate how your skills, knowledge, experience and aptitudes fulfill the requirements of this post.

1. Minimum 1-2 years' relevant administrative experience.
2. Strong organizational and logistics skills, with proven attention to detail.
3. Self-motivated and proactive, with a positive attitude to work.
4. Sound IT skills including databases and Microsoft Office.
5. Excellent written communications skills, with the ability to provide comprehensive information with tact, clarity and attention to IAPO's tone and formatting.
6. Excellent verbal communication skills and the ability to communicate effectively with a wide range of stakeholders, including with people for whom English is not their first language.
7. Strong interpersonal skills, with the ability to work in a multicultural environment, supporting senior management and Board members.
8. Enthusiasm and commitment to support NGOs to be effective in their work towards patient-centred healthcare.
9. Right to work in the UK – IAPO cannot support work permit applications.

Further information

This is a full time post, on a fixed-term 18 month contract (with a view to extend to a permanent contract), based on a 35 hour week. We operate flexible working hours between with core hours between 10.00 and 16.00 each day. Level of remuneration: The salary for this post is £24,000 per annum. Benefits: 5% contribution to pension (after 3-month probationary period), Travelcard loans (after probationary period), training and personal development opportunities. Employees receive 23 days annual holiday entitlement per calendar year on joining IAPO (plus public holidays) and this entitlement rises with length of service.