



## **POSITION PROFILE**

**Position Title:** Office Manager

**Reporting to:** COO

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AXIS Consulting is a fast-moving consulting organisation. Our core business is focussed on project management delivered in a collaborative way with clients and staff.

Reporting to the COO, the Office Manager is an integral part of our team, responsible for organising and coordinating all aspects of the office day to day, supporting the work of the CEO and COO and enabling our consultants to deliver to our clients.

The Office Manager is a primary point of contact for clients, consultants, and suppliers. This is a responsible and demanding role. It is a full-time position however hybrid working arrangements may be implemented by agreement.

## **OVERALL SCOPE OF ROLE**

The role requires the post-holder to provide a comprehensive and professional office management service (finance, human resources, safety, IT, legal/risk, training) to the CEO, COO and other staff by ensuring that services are delivered to time and within budget.

We are a growing company so although the key duties are detailed below, you will need to be flexible and adaptable with a 'can do', positive attitude. Supported by the COO, you will be expected to use your initiative in identifying and delivering on improvements which increase the efficiency and effectiveness of the office operations.

An attention to detail, follow through, and an exceptional standard of communication is essential.

## **KEY ACCOUNTABILITIES**

### **Financial/Insurance**

- Raise sales invoices and management of payments/aged debtors
- Enter all Purchase invoices, receipts, expenses before month end into Xero financial system
- Arrange payment of supplier invoices
- Allocate bank payments in Xero for both sales & purchase invoices, staff salaries, expenses
- Complete bank reconciliation report at the end of each month
- Complete VAT/VIES return on a monthly basis and publish reports in Xero
- Ensure payments are made to various Healthcare Professionals when required
- Assist finance manager with payroll related requirements and pay staff salaries
- Maintain monthly financial reports (Revenue target, Profit & loss, Project Planning, etc)
- Answer any CEO/COO/Client/Supplier/Finance Manager queries in relation to invoices
- Liaise with AXIS insurance partners and ensure insurance policies are kept up to date and aligned with business needs
- Liaise with Government bodies to avail of appropriate grants, prepare and submit grant applications in timely fashion to obtain payments/funds

## **Human Resources/Health and Safety**

- Champions a positive and safe employee environment
- Works closely and proactively with external expert advisors to ensure that AXIS Consulting meets and exceeds legal requirements and best practice in HR & Health and Safety
- Recommends, and implements new and revised policies and procedures to ensure compliance with HR, health and safety requirements. Ensures best practice beyond legal requirements
- Actively researches developments in the market and changes in legislation
- Proactively engages in external activities to learn best practice and champion best practice in AXIS Consulting
- Ensure required training is completed and required risk assessments are periodically completed as required
- Ensure all actions highlighted in health & safety reports by relevant health & safety advisors are completed and actioned
- Ensure health & safety statement/logs/certifications are up to date
- Manage recruiting, hiring and onboarding processes
- Tracking and monitoring annual/sick leave

## **Information Technology**

- Oversee general administrative activities of AXIS Consulting IT/emails systems.
- Maintain operational contingency and recovery plans to support security of systems and documentation
- Act as first point of contact for external IT provider
- Filling and document upkeep in MS SharePoint

## **Associates/Supplier Management**

- Plays a direct role in assessing the associates/suppliers, using data to support decision-making
- Select and manage office vendors and suppliers – negotiate, onboard and manage contracts for suppliers and support services
- Act as a key liaison and first point of contact between AXIS Consulting and suppliers
- Proactively reviews contractual requirements, anticipating future changes required
- Maximises the benefits of associate/supplier relationships
- Attend supplier meetings when required

## **Client Management/Customer Service**

- Respond to client queries in a timely manner and maintain a healthy relationship with clients
- Manage client onboarding process (ensure Legal agreements are in place, Purchase order generation, Account set-up, arrange kick off meetings on behalf of the team, etc)
- Handle queries related to any/ all arranged AXIS events e.g. masterclasses/ webinars / conferences.
- Obtain client feedback through completion of feedback questionnaire and arrange post project completion feedback sessions between client and assigned AXIS team members.

### **Legal/Risk Management/Training**

- Liaise with AXIS external legal advisor to ensure client issued legal contracts are reviewed and turnaround times are managed within a one-week window.
- Populate various forms/statements on behalf of clients (Statement of work, Vendor Forms/Cyber security questionnaire/Safety Data Forms, etc) using information available on client files.
- Project related supports to Technical Team
  - Help with recruitment for team activities with Clinical experts – Identify relevant Healthcare Professionals, create a target list, gather all contact info, send invites, follow up calls, etc
  - Issue HCP contracts in a timely manner and ensure all signatures are completed prior to the event
  - Ensure honorarium payments are made to Healthcare Professionals in a timely manner.
  - Identify and implement training requirements of AXIS team including Pharmacovigilance, Code of Practice, Project related training, etc

### **Office Management**

- Identify opportunities to improve office efficiency by proactively implementing and maintaining new processes and systems and providing support for continuous improvement initiatives across the office
- Lead all communications relating to the management of the office and equipment
- Order stationary and ensure availability of sufficient stocks in both Dublin & Galway offices.

### **Supports to CEO / COO**

- Meeting coordination, diary and travel management support for the CEO
- Diary support for the COO.
- Attending internal meetings and preparing and disseminating information as required

### **TECHNICAL KNOWLEDGE AND KEY ATTRIBUTES**

- A minimum of 5+ years in an Office Manager role or a role of similar responsibility
- A passion for delivering and maintaining high standards in office management
- Proactive management of role responsibilities across a wide breath of business activities
- Proven continuous improvement ethos and experience
- Ability to develop solutions in a fast-moving environment making decisions appropriate to role
- Ability to work as part of a small team in a busy consulting office
- Excellent prioritisation, organisational and planning skills
- Proven ability to build and maintain relationships with a broad range of stakeholders including customers
- Excellent communication skills, both written and oral
- Skilled and experience in processing confidential information demonstrating accuracy and attention to detail
- Proficiency in MS Office applications coupled with a broad knowledge of various different software applications

The above list is not exhaustive and other duties may be assigned or agreed from time to time with the CEO and COO.