

OFFICE MANAGER, ABHI

35 hours per week. Office Based, Marylebone, London.

About ABHI

ABHI is the UK's leading industry association for health technology (HealthTech).

ABHI supports the HealthTech community to provide products and services that help people maintain healthy lives. Members, including both multinationals and small and medium-sized enterprises (SMEs), produce technologies from syringes and wound dressings, through to surgical robots and AI enhanced clinical decision support tools. We represent the industry to key stakeholders, such as government, the NHS and regulators. Not only does HealthTech play a key role in supporting the NHS, but it is also crucial to the UK's economic growth. The HealthTech sector is now the largest employer in the broader Life Sciences sector, employing 121,000 people in 3,500 companies, with a combined turnover of £22.2bn. ABHI's 300 members account for approximately 80% of the sector by value.

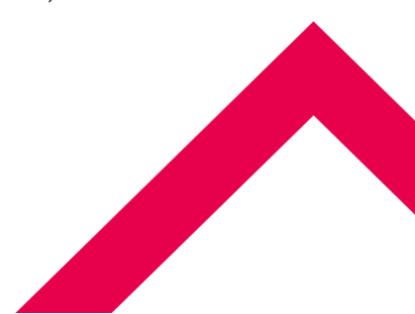
About the role

ABHI operates an agile working environment with a mix of office and home-based staff. The Office Manager is an essential part of the small team and provides a central point of contact for all staff and ensures an efficient and smooth functioning office via a range of business admin/support activities.

Responsibilities:

This role is responsible for;

- > Overall responsibility of the management of all office facilities including liaison and relationship management of the landlord, outsourced services providers (HR and finance), and suppliers.
- > Lead interaction with IT/telephony service providers.
- > Provide 1st line 'super user' level support for ABHI's Salesforce CRM. Engage staff to maximize/advance its use, be able to interrogate and present the data for reporting purposes. Be the main liaison with vendor and third-party support.
- > Identify and agree terms with providers of external meeting space. Compile and keep up-to-date a "preferred supplier" list. Coordinate requests for ABHI meetings to ensure the most appropriate venue is used for each meeting.
- > Manage utilisation of office space, hot desking facilities and meeting room. Ensure staff availability is always up-to-date in the virtual calendar, coordinate staff attendance in the office based on desk availability.
- > Provide Secretariat support for relevant ABHI member groups (e.g. HR Forum).



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- > Maintain a workflow of financial information between budget holders and outsourced finance – checking and approving supplier invoices associated with all office facilities, equipment, IT and communications.
 - > Act as a first point of contact for staff and visitors. Put in place a system to deal effectively with ABHI enquiries, understanding and triaging the enquiry, escalating issues to the relevant staff member.
 - > Provide support on ad-hoc projects to aid the activities of the Leadership Team.

Requirements

Essential

- > Proven and solid office facilities experience essential together with a basic understanding of health and safety office requirements.
- > Must have experience and knowledge of how to use Salesforce to that of an “administrator” level support role. The ability to understand, interpret and coach system capability is a must.
- > Strong admin and secretarial experience with proven ability to implement and maintain administrative systems/procedures especially through outsourced services providers.
- > Have worked with senior management and key stakeholders.
- > Must have confidence with numbers and spreadsheets, including experience of working with finance in regards to procurement, monitoring costs and supplier invoice processing.
- > Ability to multi-task, with exceptional attention to detail.
- > Flexible personality, a quick learner who operates with a sense of urgency
- > Ability to work independently and as part of a small team with limited supervision.
- > Good problem solving skills, strong organisational and planning ability.
- > Excellent communication and interpersonal skills – both written and verbal.
- > Demonstrable ability to effectively prioritise and deliver results to a high quality and to agreed timelines.
- > Customer service orientation with the ability to establish and maintain effective working relationships with co-workers, managers, suppliers and stakeholders.
- > Strong software and computer skills, including MS Office applications

Desirable

- > Experience and understanding of the HealthTech sector (or the pharmaceutical or healthcare sector).
- > Experience of CRM Salesforce training would be helpful but not essential

Please submit your CV and one-page covering letter to hradmin@apodi.co.uk (ABHI’s HR Partners) by 9am Monday 29th July

ABHI confirms its commitment to equality of opportunity in all areas of its work. All individuals will be treated in a fair and equal manner at any stage in the recruitment process on the grounds of age, disability, gender reassignment, marriage and civil partnership, maternity, pregnancy, race, religion or belief, sex or sexual orientation.