

job description

Prepared by & Date:

Position & incumbent

Position title	Office and Sales Support Manager
Location/Country of the job	Dublin
Name of incumbent	

Reporting

Reports to (please indicate position code)	Solid line (direct)	P&O Director
	Dotted line (indirect)	GM

Role

(please tick where appropriate)

Individual contributor	X
First line manager	
Manager of managers	

Key Dimensions

P&L responsibility (budget owner)
(please tick where appropriate)

Size of sales target / budget: 2019
(if applicable)

Geographical scope
(please list areas/regions/countries covered)

Business responsibilities (please specify)	Products
	Services

Internal/external customers and key contacts (please list)	Internal	Country Leadership Team All Employees
	External	BANC Leadership Team Suppliers, Vendors

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Key Accountabilities

Please summarize in one sentence the purpose of the job:

The Office and Sales Support Manager will be responsible for working with, organising and co-ordinating our senior leadership team within the Dublin office. You will also be responsible for all aspects of operations and office management. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Executive Assistant will have the ability to work independently and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

Please list the position's key accountabilities with regard to: (high level description)

Nature and scope of **Main accountabilities**

- Leadership Team Liaison: Participates in all team meetings as co-ordinator of the Leadership Team including assisting in scheduling meetings, attending all meetings, minuting meetings and following up on actions
- Assists in coordinating the agenda of senior Leadership team meetings and off-sites, and all staff meetings
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the relevant managers, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response.
- Facilitates coordination of travel plans for team
- Diary management for Leadership Team
- Follows up on contacts made by the GM and supports the cultivation of ongoing relationships with relevant Stakeholder groups
- Prepares documents, reports, spreadsheets and/or presentation as required.
- Composes and prepares correspondence that may sometimes be confidential.
- Support monthly payroll process
- Maintains relationships with key suppliers and vendors
- Responsible for all Office Management requirements inclusive of office equipment, IT support and equipment,
- Company Insurances (Car Fleet, Travel, Employment etc)
- Facilities management (Cleaning Requirements,
- Supplier Management (Car Fleet Administration, Vodafone, EIR,
- Pension and Healthcare Administration Support
- Office Equipment Maintenance (ensure all machinery in good working order and maintenance is up to date)
- Hosting Visitors and Meetings (Hotel Accommodation, setting up meeting rooms etc)
- Support Starters/Leavers process (credit card, equipment, cars, documentation etc)
- Site POC for Occupational Health and Safety
- Support all company projects and audits

Purpose and subject of interaction with internal/external customers and key contacts

Internal:

Leadership Team

Point of Contact for all employees on office related matters

Back up to Sales Support Team

Point of Contact for all queries related to GM diary, availability

Organise all internal visits

Point of contact for BANC CVP EA

External

3rd party suppliers

Vendors in relation to tender processes, office maintenance, Occupational Health and Safety

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Knowledge & Competencies

Qualifications

- Emotional maturity and integrity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Business Qualification desirable

Technical Skills

- Strong organizational skills, with the flexibility to move quickly from one task to another
- Excellent interpersonal, oral and written communication skills
- Discretion and trustworthiness - displays acute sensitivity to confidential information
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.
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Competency profiles:

Core:

Delivering Results
Working Together
Problem Solving
Decision Making
Concern for Quality and Detail
Planning and Organising

Technical

Other:

Embracing Change
Business Management
Customer Service

Please specify if there is any technical competency needed to perform the job

Approval

Line manager signature & date:

Employee signature & date:

For further information or to apply please send CV's to: RTKE@novonordisk.com