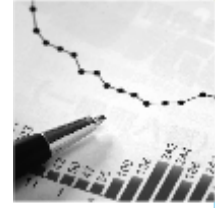




York Health Economics Consortium



# Office Manager

## York Health Economics Consortium

**Closing date:** Sunday 5<sup>th</sup> December 2021 at 5pm

**Interview date:** Tuesday 14<sup>th</sup> December 2021



# INTRODUCTION

York Health Economics Consortium (YHEC) is looking to recruit an Office Manager to manage the day-to-day running of the office. We are a health economics research and consulting company owned by, and based at, the University of York. Our location means that staff have full access to the range of facilities offered by the University of York. We are currently working on a hybrid basis with some staff in the office in York and some working remotely, although we expect the Office Manager to be based in the office. This is a new role and the main purpose of this role is to manage the day-to-day running of the office, administrative processes and procedures underpinning the activities of a research and consultancy company.

We have a team of around 60 staff and hold the Investors in People accreditation with our composite score of 778, against an industry benchmark of 725, putting us in the top 20% of organisations. We want staff to enjoy working at YHEC; our office is a friendly place to work and we have an employee wellbeing programme. This is based on suggestions from staff and includes lunchtime walks, sporting activities and charity fundraising events. YHEC staff nominate a charity on an annual basis and undertake fundraising throughout the year. We also have a social committee who organise events on a regular basis; even in the current circumstances we have used Zoom to help conduct these events. We are keen to support voluntary / charitable activities and staff may set aside up to two days per year (in work time) to undertake such activities. Staff at YHEC enjoy our inclusive, flexible and friendly working environment. Further details of our work are available at [www.yhec.co.uk](http://www.yhec.co.uk) and photos of charity events and social activities are on our social media accounts.

The combination of our unique location and the breadth of our research portfolio make YHEC a stimulating environment to work in, providing opportunities to work with a wide range of clients using multiple research methods. The pace of work is fast moving with quick turnaround and will appeal to people who enjoy problem solving.

## JOB DESCRIPTION & PERSONAL SPECIFICATION

### AT A GLANCE

<b>Salary</b>	£30,000 to £35,000	<b>Based at</b>	York Science Park (office based)
<b>Hours of work</b>	36.5 hours per week		

### Main Purpose of the Job

The main purpose of this role is to manage the day-to-day running of the office, administrative processes and procedures underpinning the activities of a research and consultancy company. We are a small company and so the willingness and ability to turn your hand to a range of tasks will be required. Ultimately, the Office Manager should be able to ensure the smooth running of the office and help to improve company procedures and day-to-day operations. This post will report to the Business Manager of YHEC.

### Main Duties:

The main responsibilities of the Office Manager are:

- Manage the office environment and ordering of equipment including IT, based on staff requirements; this will include liaising with York Science Park for facilities management and the procurement department at the University of York
- Develop and implement administrative practices, systems and procedures to optimise the efficiency of the YHEC office (physical office and hybrid/remote working)
- Update and maintain office documents and policies as necessary
- Implementation of marketing / branding across the whole company (incorporate value / ethos statements and keywords into proposals, reports, job adverts, conference presentations)
- Contribute to maintaining the company website with technical support from colleagues

- Identify and monitor compliance with statutory requirements
- Provide support to the Information Governance Officer for YHEC in keeping procedures up to date and completing requests for details about our procedures from clients
- Be responsible for the organisation and administration of YHEC training courses with support from colleagues
- Help to keep our approach to IT packages and systems up to date through liaison with the company IT officer and wider University of York IT team.
- Support the Management team with the organising of policies for staff leave, sickness, probation, PDR, recruitment and staff induction, liaising with Human Resources and conducting all the required processes and procedures
- Help to plan and organise attendance at national, international and online conferences and workshops
- Provide administrative support to the research team in completing initial project set up with a wide range of clients, this will involve liaising with departments at the University of York such as legal.
- Research topics and issues on behalf of the Management Team, analysing information and preparing briefing papers and reports
- This role will line manage the office support administrator and work closely with other members of the support services team

### **Supervision Received**

The post holder is expected to work largely without direct supervision but induction support will be provided throughout the first six months.

### **Essential Qualifications, Knowledge, Skills and Attributes are:**

- Qualified to 2 A Level passes at Grade C or above or equivalent educational qualification
- 5 GCSE passes at level 4 /Grade C or above (including Maths and English), an equivalent educational qualification, or relevant experience
- Experience of working in a varied administrative role effectively balancing competing priorities
- Experience in the use of relevant IT applications and/or systems including MS Office and/or Google applications
- Experience of developing and implementing administrative processes
- Experience of providing an excellent standard of customer service to a range of stakeholders
- Ability to analyse, interpret and summarise numerical and written information for use in a variety of ways
- Excellent interpersonal and communications skills, including face to face, telephone and written communication skills
- Ability to work independently and prioritise work and meet deadlines
- A proactive approach and the ability to apply problem-solving skills
- Attention to detail and ability to provide accurate, concise summaries and notes
- Able to work flexibly and accurately, under pressure and to tight deadlines
- Ability to work sensitively and confidentially
- Commitment to work in and contribute to an environment of change and continuous improvement
- Ability to maintain confidentiality and use tact and discretion.

### **Terms of Employment**

Posts at YHEC are permanent and subject to regular review of performance. Staff are appointed for a trial period of six months, following which employment will be confirmed, subject to successful performance.

### **Salary**

The salary will be in the range of £30,000 to £35,000 subject to qualifications and experience. There is a performance-related pay scheme in operation at YHEC. Membership of a defined contribution or defined benefit pension scheme is available subject to eligibility criteria being satisfied.

Annual leave entitlement will be 30 days per year, plus bank holidays.





## THE UNIVERSITY

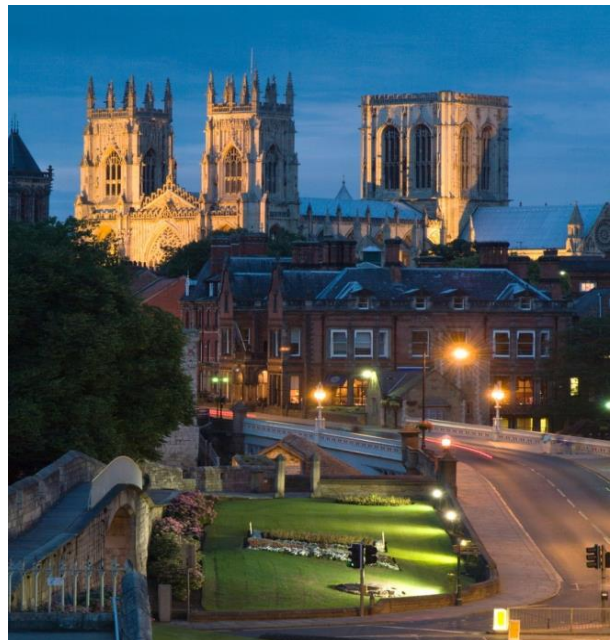
YHEC is a subsidiary company of The University of York and enjoys close links with academic departments. The University of York is a member of the prestigious Russell Group and has established an international reputation for academic excellence. The University of York is one of the most successful research universities in the UK and attracts over £60m a year of funding from research alone. Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of research. The University of York's vision is to be a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.

### **Attractive enjoyable workplace:**

Centred around the picturesque village of Heslington on the edge of the city of York, the University of York and YHEC are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance. The University has undergone an unprecedented period of expansion and renewal since 2000. The self-contained campus offers a range of facilities including a sports centre, catering outlets, shops, a nursery, a doctor's surgery and banks.

### **The City of York:**

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles – just a few of the many attractions. But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city. Visit [www.visitork.org](http://www.visitork.org) for more information on the city of York.



## HOW TO APPLY

The closing date for applications is **Sunday 5<sup>th</sup> December 2021 by 5pm.**

To apply please send:

1. A letter of application (1 page max)  
The letter should include how you meet the requirements of the role.
2. A full CV  
Details of two referees (names/position/email address).
3. We assume that we are free to approach referees at any stage unless you state otherwise.  
If you wish a referee or referees to be approached only with specific permission and / or if they were you are invited to interview. Please clearly specify this for each referee(s). Your referees should not be related to you and should include your present or most recent employer (or, if you are a student, your education establishment).
4. Please direct all applications to [charlotte.anderson@york.ac.uk](mailto:charlotte.anderson@york.ac.uk) quoting reference number 2118 Confidential in the subject line.

**Please note:** If you are not a British or Irish citizen, from 1 January 2021 you will require permission to work in the UK. This will normally be in the form of a visa but, if you are an EEA/Swiss citizen and resident in the UK before 31 December 2020, this may be your passport or status under the EU Settlement Scheme.

This post is covered by The Rehabilitation of Offenders Act 1974.

It is anticipated that interviews for the post will be held on **Tuesday 14<sup>th</sup> December 2021** via video conference. Please advise us immediately if this date is likely to be inconvenient for you.

Informal enquiries are encouraged, to Louise Carr on [louise.carr@york.ac.uk](mailto:louise.carr@york.ac.uk) or Matthew Taylor on [matthew.taylor@york.ac.uk](mailto:matthew.taylor@york.ac.uk)

