

Title: Executive Assistant (EA) to President/CEO

Location: Cambridge, MA, USA

Travel: This role will involve intermittent travel

Term: Permanent

Start Date: March/April 2017

Reporting Relationship: The position will report to the Operations Director

ICHOM – Background:

ICHOM is a non-profit organisation committed to transforming health care to a value-based system through universal measurement and reporting of patient outcomes. ICHOM was co-founded in November 2012 by Professor Michael Porter of Harvard Business School, the Boston Consulting Group, and Professor Martin Ingvar of the Karolinska Institutet. Its mission is to unlock the potential of Value-Based Health Care by defining global Standard Sets of outcome measures that really matter to patients for the most relevant medical conditions and by driving adoption and reporting of these measures worldwide.

Our primary activities are: Standard Set development and maintenance, Implementation support, Value-Based Health Care education, and Benchmarking. Standard Set development is the core of what we do. ICHOM brings together leading experts from around the world and together we develop global Standard Sets of outcomes. ICHOM supports the implementation of these Standard Sets through two models. The first involves communities of hospitals collaborating to implement a single Standard Set and is centrally project managed by ICHOM through a structured series of community calls, facilitating participants through key actions of the implementation process. The second is a higher touch model, which uses a mixture of 1:1 remote project management along with on-site visits timed to assist with the key implementation steps. Value-Based Health Care education consists of delivering education courses, the codification of knowledge and the organization and delivery of national and international conferences. Lastly, this year we launched the Global Outcomes Benchmarking (GLOBE) program, a new international benchmarking program that will compare outcomes data between hospitals from sites around the world.

Job description:

Provides executive support to the President/CEO, serving as the primary contact point for internal and external constituencies on all matters relating to the President/CEO. The EA will also be a liaison to the Board of Directors, Management Team and external stakeholders. The EA must be creative and enjoy working in a small, entrepreneurial, mission-driven organization. The ideal candidate will have strong written and verbal communication skills, outstanding administrative and organizational skills and the ability to prioritize. The EA must be able to work independently and to support teams that are in different geographies and time zones.

Duties and responsibilities:

- Administrative tasks for the President/CEO: manage a very busy, dynamic calendar; complete expense reports; prepare internal and external correspondence on behalf of the President/CEO
- Plan and co-ordinate the President's/CEO's schedule and act as an efficient "gatekeeper" and "gateway"
- Work closely with the President/CEO to keep her well informed of upcoming commitments and responsibilities
- Research and prioritize incoming issues and concerns addressed to the President, including those that are sensitive/confidential. Determine appropriate courses of action
- Communicate directly with and on behalf of the President/CEO to board members, senior management team, donors and others
- Manage the President's travel schedule, developing itineraries and agendas, booking transportation, arranging accommodation and meeting rooms
- Represent the President by welcoming visitors to the ICHOM Office in Cambridge, arranging company dinners/functions
- Prioritize conflicting pressures; handle matters quickly, effectively, proactively and to the highest standard, following through all projects to successful completion

Board support and liaison

- President's/CEO's administrative liaison to the Board of Directors
- Assists board members with travel arrangements, accommodation, meal planning as needed
- Maintains discretion and confidentiality in relationships with all board members

Senior Management liaison

- Attends and participates in all Executive Committee meetings and supports in scheduling
- Co-ordinates the agenda for Executive Committee meetings

Communications

- Ensures the President's/CEO's bio is kept updated and responds to requests for materials regarding the President/CEO and the organization in general

Qualifications

- Very strong organizational skills, with outstanding attention to detail
- Very strong interpersonal skills
- Very strong written and verbal communication skills
- Very strong decision-making capability and proactive approaches to problem-solving
- Excellent team player
- Proven ability to handle confidential information with discretion, be adaptable to competing demands and demonstrate highest level of customer/client service
- When solving problems, actively seeks opportunities and proposes solutions

Education

- Bachelors degree required
- Experience of supporting C-Level Executives, preferably in a non-profit organization
- Fluency in English as a primary written and spoken language
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint) and Adobe Acrobat.

Benefits

- Health Insurance
- Salary commensurate with experience
- Generous annual leave entitlement

Further information

Interested candidates should forward a résumé and 1-page covering letter to Dr Thomas Kelley - t.kelley@ichom.org with Executive Assistant in the subject line.

Closing date

Wednesday 15th March at 5pm ET.