



Title: Executive Assistant

Location: Boston, MA

Term: Permanent , Full Time

Reporting Relationship: The position will report to the Business Operations Manager

ICHOM – Background:

ICHOM is a non-profit organisation committed to transforming healthcare 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, Stefan Larsson from 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 set of patient-centered outcome measures that really matter to patients for the most relevant medical conditions and by driving adoption and reporting of these measures worldwide. Set development remains at the core of what we do and we have produced 44 sets so far, with a number to be completed by the end of the year. This year, we will focus on our sets adoption and are setting up the Learning Collaboratives program to build global community of ICHOM sets implementors. We will also offer guidance in sets implementation and data analytics.

We believe measurement and reporting of ICHOM sets will:

- Improve decision making between providers and patients
- Facilitate quality improvement
- Allow for comparisons and benchmarking across organizations

Job description:

The Executive Assistant role is the glue that holds all teams together., the role consists primarily of providing general, clerical and organizational support to the ICHOM Leadership team (x 3 people) and will also offer support to the Business Operations Manager on wider company administration, especially the US administration.

Duties & Responsibilities:

- Administrative tasks for the Leadership Team: manage a very busy, dynamic calendar; complete expense reports; prepare internal and external correspondence on their behalf
- Plan and coordinate the Leadership Team’s schedule and act as an efficient “gatekeeper” and “gateway.” Do background research for appointments in the calendar and add to the calendar so that the tTeam is up to speed on any meetings in calendar
- Work closely with the Leadership Team to keep them well informed of upcoming commitments and responsibilities
- Research and prioritize incoming issues and concerns addressed to the Leadership Team, including those that are sensitive/confidential. Determine appropriate courses of action
- Communicate directly with and on behalf of the Leadership Team to Board members, staff, donors and others
- Manage the Leaderships Team travel schedule, developing itineraries and agendas, booking transportation, arranging accommodation and meeting rooms



Finance Duties:

- Create all POs on behalf of the Leadership Team
- Scan and forward all bank statements landing in the US office and send to the finance agency
- Help with any US finance requests such as banking cheques on our behalf or calling Santander US
- Help to reconcile ICHOM credit cards each month, ensuring all receipts are gathered and sent to the Finance team
- Log office expenditure with the Business Operations Manager
- Ensure best costs for the organization
- General day to day support to the Business Operations Manager

General Office Administration Duties:

- Support the Business Operations Manager to manage the relationship with the office providers to ensure smooth running of the facilities
- Support the Business Operations Manager to make all staff travel arrangements, including hotel arrangements
- Support the Business Operations Manager to coordinate IT (hardware and software) requirements
- Support the Business Operations Manager to organise servicing of equipment and order stationary and general office supplies
- Support the Business Operations Manager to ensure that the all property and contents are properly and adequately insured and policy renewals kept up-to-date
- Assisting in updating and maintaining the Company database
- Liaise with suppliers and clients as required and in line with the key disciplines

Qualifications/Experience

- 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
- When solving problems, actively seeks opportunities and proposes solutions
- Fluency in English as a primary written and spoken language
- Proficient in Microsoft Office (Word, Excel, PowerPoint), G Suite (email, Drive, etc.) is a bonus

Additional characteristics

- A strong passion for improving health care
- Fluency in English as a primary written and spoken language is required.
- Experience in book keeping is desirable but NOT essential
- Excellent writing and presentation skills
- Strong MS Word, PowerPoint and Excel capabilities (proficiency using Xero is a bonus)
- You like working in a fast paced, agile environment





Equal Opportunity Employer Statement

ICHOM is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. ICHOM makes hiring decisions based solely on qualifications, merit, and business needs at the time.

To apply

Please send a copy of your CV and any supporting documents to jobs@ichom.org

