

## Job Description

**Title:** Head of Operations

**Reports To:** CEO

**Location:** Brighton – 4 days a week in office

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## Job Purpose

As the Head of Operations, you will be responsible leading a team and for overseeing our day-to-day business operations, implementing efficient processes and driving growth and profitability. The role will fall into three main areas.

Playing a crucial role in ensuring projects for our clients are managed in the most efficient manner, delivering outstanding service, achieving commercial targets through profitable projects and effective end to end client life cycle management to gain great references and subsequent phases, proactively providing resolutions to unforeseen activities.

Day to day line management of all Delivery, Project Management and CST resources as well as supporting their career development using development pathways and leveraging support from mentors and team leads across the business. Support proactive resource planning and hiring to ensure future growth needs of business are met.

Managing and executing strategic company projects to drive growth of the business including projects that drive business efficiencies, leveraging AI and other automation tools, continuous optimisation of company-wide processes and adoption of technology to scale business, as well as driving new product and service development.

Reporting directly to the CEO and a member of the Management Team, the role will nurture the company culture, lead and inspire a high-performing team, provide an environment for continuous skills development ensuring alignment with the future business growth goals.

## Role Responsibilities

- Collaborate with the CEO and Management Team and other key stakeholders to support development and execution of the company's strategic plans and objectives.
- Assess existing operational processes, identify bottlenecks, and implement improvements to streamline workflows, enhance productivity and business profitability.
- Identify and agree strategies and related investment projects with CEO to achieve commercial growth targets for revenue, profitability and resource utilisation.
- Support culture of continuous improvement across the end-to-end client lifecycle and identify and execute on recommendations for improvements to process, skills and adoption of technology to better support our clients to delivery outstanding services and value. Support department leads in creating a highly engaged and motivated workforce, fostering a collaborative and results-oriented work environment and encouraging continuous collective learning, sharing and feedback.
- Recommend and deploy strategies to continuously optimise productivity across all areas of the business and support development of a high performing team including between departments.
- Monitor both client and internal company strategic projects progress, identify potential risks or issues, and take proactive measures to mitigate them.
- Work closely with the Finance Manager to manage the annual budget, ensuring financial goals are met and resources are allocated effectively, raising risks proactively as they may arise with MD and CEO.
- Ensure playbooks across the entire business are kept up to date and always followed.
- Monitor client NPS levels across the end-to-end life cycle and report on these with CEO and wider Management team, making improvements and liaising with clients as required to create a feedback loop with clients.
- Analyse market trends, competitor activities, and customer needs and communicate to wider management team.
- Work closely with Delivery as well as the Sales and Marketing to support the product development strategy to drive recurring revenues within the business.
- Evaluate market positioning and optimise product offerings including pricing.

- Undertake all required HR related processes including setting clear performance expectations, provide regular feedback, and facilitate professional development opportunities for team members.
- Contribute to and execute the broader business-wide growth plans as a member of the Management Team.

## Experience Required:

- Project management experience in a tech environment with a track record of successfully delivering projects on time and within budget.
- Experience within a client-facing environment.
- Preferably a Bachelor's degree in Business Administration, Computer Science or Operations Management, or a related field preferred.
- Proven experience in a similar role, preferably in a fast-paced scale up and dynamic environment.
- Strong experience of People Management and career development in creating high performing teams.
- Strong commercial insight, including revenue generation, cost control, and profitability analysis.
- Excellent analytical and problem-solving abilities, with a process and data-driven mindset.
- Demonstrated ability to lead and develop high-performing teams.
- Strong communication and interpersonal skills, with the ability to build relationships with clients, stakeholders, and team members.
- Proactive and results-oriented approach, with a focus on driving operational excellence and achieving targets.
- Familiarity with process improvement methodologies and experience implementing process enhancements.
- Proficiency in using project management software, CRM systems, Microsoft tools.
- Strong influencing, presentation, commercial and negotiation skills.
- Strategic thinker and strong team player.
- Proven Leadership skills and experience operating at Management Team level.

*Strictly no agencies.*