

Operations Manager
Full-time Hybrid working
Salary: £40,000

Reports To: Director

Job Overview:

As Operations Manager is responsible for overseeing day-to-day operations, improving workflow efficiency, and ensuring consultants and support teams are set up for success. The role works closely with senior leadership to support growth initiatives, optimise systems, and ensure operational excellence across the business.

Responsibilities and Duties:

Operations

- Driving the business operations and reinforcing our values-led company culture.
- Leading operational improvements and streamlining internal processes.
- Responsible for all internal communications
- Responsible for company CRM system
- Oversee all day-to-day Operational activity.
- Collaborate with the finance manager on operational expenditures, identifying opportunities for cost savings and efficiency improvements.
- Co-ordination of business development activities and tender production
- Work closely with the Client Partner team
- Overseeing HR, IT, and facilities management.
- Organisation of company days and management meetings

General management

- Collaborating closely with the Directors and wider team on corporate management.
- Identifying and implementing tech solutions that improve efficiency and client experience.
- Developing and maintaining a positive organisational culture and environment
- Managing the Recruitment, On-boarding & Training of the team.
- Acting as a point of escalation.
- Reacting to customer needs
- Provide Director Support when required such as diary management and support with extracurricular / networking activities, business development tasks and activities.
- Ensuring effective process optimisation to ensure that candidates and clients receive a professional and comprehensive recruitment service at all times.
- Oversee legal and regulatory compliance in all recruitment activities (e.g., GDPR, employment law).

Continuous Improvement

- Proactive management of procurement portals and tender library
- Framework management and reporting
- Document management and control
- Monitoring quality assurance in accordance with the company values
- Review and maintenance of company policies and procedures

Essential Skills and Abilities:

- At least 2 years in an operations or business management role.
- Project management skills and a proactive mindset.
- Strong communication skills
- Excellent time management, planning and ability to prioritise.
- Excellent analytical and problem-solving abilities, with a focus on operational efficiency.
- Good attention to detail with a high level of accuracy
- Supportive team player with the ability to operate autonomously when required
- A sense of determination and resilience
- Self-motivated and able to use initiative.
- Cool, calm approach to pressure
- Flexible and able to adapt working style to meet business requirements.
- Be proficient with all MS Office packages and pick up new systems/procedures with ease

Desirable Skills and Abilities:

- Operational management experience within the recruitment agency market
- HR knowledge and confidence managing people-related issues.