

**Job Title: Operations Manager****Reporting to: CEO****The Role:**

Leading the day to day running of the office, with responsibility for resourcing, facilities, infrastructure, business planning and forecasting. The jobholder will be responsible for installing and maintaining systems and processes that support and drive business performance and growth. The Operations Manager will work closely with the CEO to enable the successful implementation of the business strategy.

**Areas of Responsibility:****Business performance**

- Responsibility for working with the CEO to ensure the financial performance of the business.
- Ensure accurate performance MI is collated and communicated in a timely manner to CEO and Client Board to facilitate performance management and financial decision making.
- Maintain strong relationships across the team and extended team, working with the CEO to set and then communicate and monitor the direction and priorities of the business
- Be responsible and accountable for recruitment and people management, fostering a strong team culture and ensuring the resourcing needs of the business are met in a commercial and strategic way.
- Responsible for the day-to-day operation of the business and ensuring its smooth running e.g. facilities, insurances, resourcing, health & safety and business continuity.
- Managing other third party relationships, ensuring appropriate agreements are in place.
- Managing budgets and priorities for each discipline with CEO and delivering against them through the extended team.

**Operational Supervision****People Management, to include all elements with specific focus on:**

- Develop and maintain close working relationship with our external HR provider
- Co-ordinate all recruitment for the business including managing relationships with external partners and suppliers.
- Oversee development, training and employee appraisals
- Assist with both formal and informal regular appraisals.

**Office Process Design and Implementation**

- Responsible for managing the IT environment and IT security for the business. Manage relationship with external suppliers.
- Continue to review and update of back office systems to ensure they meet the needs of the *business*.

**Compliance Management**

- Management of the relationship with the external compliance function including the completion of the FCA regulatory returns within the mandatory timeframes.
- Ensure that all staff members maintain an appropriate level of technical ability in order that an effective and high quality service can be provided to clients.
- Attendance at monthly compliance meetings, and a follow through on action points arising from these meetings is required. Management of the compliance function will include the completion of the FCA regulatory returns within the mandatory timeframes.

### **Marketing**

- Manage relationship with external partners to develop and implement a strong brand and professional marketing plans, Working closely with CEO to ensure that marketing plan reflects changing needs of the business.
- Liaise with our external Marketing Consultant to progress projects and to ensure agreed work is carried out in a timely manner.
- You will also be ensuring website content is maintained and up to date.

### **Finance**

- Oversee book-keeping and accounting functions, setting budgets, reviewing monthly management accounts and commanding strong cost control. Manage relationship with our accountants.

## **Skills and Competencies**

- Degree level educated or above.
- A strong understanding of the Financial Services industry across pensions, investments and protection.
- The gravitas and credibility to represent Citywide Financial Partners in any situation.
- A high level of productivity, able to move seamlessly between strategic level and detail level thinking.
- The ability to communicate effectively both verbally and in writing, with clients and colleagues in a clear, polite and accurate manner, ensuring the upmost professionalism and engagement.
- Strong IT skills with experience in introducing new systems and processes.
- Excellent numerical and commercial skills.
- Excellent time management and attention to detail whilst staying calm under pressure and meeting deadlines – and developing a culture where others to do the same.
- Strong sense of responsibility, integrity and accountability, both personally and on behalf of the company.
- A Can-Do attitude with the agility to respond to different situations and play out of position when necessary.
- Resilience, demonstrating perseverance and a solutions-oriented approach.
- Team management experience, strength in delivering through others.
- Demonstrate leadership, coaching, motivating and influencing skills. Comfortable giving feedback and managing team dynamics.