



Operations Lead Job Description

Job Title:	Operations Lead
Reports to:	Director
Date prepared:	March 2022

Position summary:

To support the Director and the other Leads with the daily running of the business and oversee client work in the Operations Services and, where appropriate, undertake client work.

Key Responsibilities

Operations for Waymaker:

- Meet potential clients and conduct initial consultations to learn about their requirements
- Brief the Director on potential clients' projects/retainers
- Attend networking events on behalf of Waymaker
- Use Sales Pipeline CRM to add leads, manage and monitor their progress through the pipeline
- Support Director to put together new business proposals
- Line manage Operations team members, delivering probation reviews, 6 month/annual reviews
- Use Waymaker's time management system to understand team workload and capacity and manage it to identify resource gaps and report to Director on performance and delivery
- Record and report to the Director on the revenue generated by the Operations team
- Review the invoicing with the Director
- Competent user of all internal systems, to include our HR system (Breathe HR)
- Oversee the reviewing and updating of Policies and Procedures including the Company Handbook
- Help devise, create, evaluate and revise strategy on HR Admin/Sales/Finance processes
- Oversee Contracts & SOWs for new clients and amendments to client contracts and SOWs
- Oversee changes to team members contracts
- Manage staff training requirements across all teams

- Liaise with Communications Lead to communicate business wide changes to all teams with and on behalf of the Director
- Supporting all functions of the business to work together
- Liaise with and support the Strategy and Communications Leads on client work and leadership, sharing best practice and problem solving as needed

Operations for Clients:

- Lead on client work across all the services in Operations – HR software, HR policies & procedures, employee handbook, organisation and process mapping, executive PA, project management and minute taking
- Manage client relationships for all Operations clients, holding 3- and 6-months reviews to ensure the smooth running of each client account, liaising with the Lead of which ever other team the client sits under, if appropriate
- Delegate client work to team members according to their skills and capacity and manage the delivery of client work
- Undertake anything for clients that is appropriate and in keeping with the needs of the business

Qualifications, Experience and Competencies

<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • Experience of working with databases and HR or other information systems. • Educated to A-Level standard or equivalent. A degree-level qualification would be advantageous, but is by no means essential • Demonstrable experience in a similar role • Exceptional standard of written and verbal English • Flexibility on hours
<p>Core Competencies</p>	<ul style="list-style-type: none"> • Advanced competency with Microsoft Office suite • Excellent interpersonal skills • Detail-orientated • Focused and responsive • Takes initiative and is proactive, can foresee additional activity to add value to what is asked • Willing and able to adjust to multiple demands, shifting priorities, and demonstrate flexibility. • Excellent learner with an ability to learn new systems, apps, platforms and processes quickly, efficiently and accurately. Able to find the benefits and use them for the advantage of the business and clients and adapt existing knowledge of systems to optimise the business processes.
<p>What we expect from you</p>	<ul style="list-style-type: none"> • To understand the growing and changing needs of a small, growing business and be able to contribute support • Work well with the team, giving commitment and loyalty for the good of the business • Ability to solve problems and overcome obstacles to deliver quality Operations support. • Servant Leadership skills which you actively demonstrate and seek to grow

What we want from you	<ul style="list-style-type: none">• Appreciate how your contribution has a direct bearing on the success of the business and take pride in your work• Be proactive in suggestions for the growth of the business and see individual success and team success• Look for opportunities for upskilling and training that the business can support you in
------------------------------	---

Hours of work:

37.5 hours per week being flexible from Monday to Friday. We will consider less hours down to a minimum of 30 hours so please still apply if you cannot do full-time. We operate fully flexible hybrid working from both the office and home to ensure the best of both worlds.

About Waymaker Consulting:

Here at Waymaker we take supporting business seriously. We help business leaders who don't have the time, inclination or expertise to practically and strategically grow their business into their definition of success. If you need support with STRATEGY, OPERATIONS and COMMUNICATIONS to make your business more efficient and productive, Waymaker's 360° approach will hand pick the services that will add the most value to your mission.



Job Advert Operations Lead

An exciting opportunity of a new role in a growing Business Consultancy, ideal for someone who is looking for the next challenge in their career, has an aptitude for organisation, problem-solving, creativity and ambition to make a difference for growing business.

We are looking for someone who has experience leading a team, understands servant leadership and can utilise and continue to learn a variety of skills within operations to see how they could make a real difference. This would also suit someone looking to change sector or industry who can apply transferable skills, knowledge and experience.

You will need to hit the ground running, learn quickly and develop skills to progress. We are a growing and ambitious business who value staff and provide opportunities for development within the firm.

Perks include fully flexible hybrid home and office working arrangements, extra holiday for your birthday and Christmas, pension, lovely office environment and free onsite parking, refreshments provided on site, gym access, training and development opportunities.

Salary: 28-30k FTE, depending on experience
37.5 hours per week desired but 30 hours would be considered for the right candidate.
Immediate start.

Application

To apply send your CV and a cover letter to Lydia Berry hello@waymakerconsulting.co.uk

Your cover letter should detail your relevant experience and how you demonstrate that you meet the qualifications and core competencies outlined above. We are happy to consider evidence of transferable skills or experience which you may have gained outside the context of paid employment or education.

Please provide details of two referees and indicate whether we can contact them at this stage.

Please save all documents to show your name and the document type.

Deadline

The closing date for applications is Wednesday 30th March, 2022.

Interviews will take be organised with individuals who are short-listed.

Waymaker Consulting is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, colour, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

No Agencies please.