

Operations Manager

The Operations Manager is a senior executive responsible for overseeing the company's day-to-day operations and ensuring organisational efficiency and effectiveness across multiple functional areas.

Location: Hybrid (Office located in Bath)

Contract: Permanent, open to 4 days per week or full time

Salary range: £40k-£45k pro rata

Key Responsibilities:

Human Resources:

- Oversee all HR functions including talent acquisition, compensation, benefits, employee relations, and compliance with employment laws and regulations.
- Foster a positive company culture that attracts and retains top talent.
- Develop and implement HR policies and procedures aligned with the company's values and goals.

Corporate Governance:

- Ensure the company's adherence to legal and regulatory requirements, corporate bylaws, and ethical standards.
- Collaborate with the MD and the Board of Directors to establish and maintain effective corporate governance practices.
- Manage corporate records, compliance reporting, and legal affairs.
- Oversee financial management in conjunction with Company Secretary

Risk Management:

- Identify, assess, and mitigate operational, financial, legal, and strategic risks for the organization.

- Develop and implement risk management strategies, policies, and procedures.
- Maintain a risk-aware culture and promote risk management best practices across the company.

Office Management:

- Oversee the management of office facilities, equipment, supplies, and administrative support functions.
- Ensure a safe, efficient, and productive work environment for employees.
- Manage supplier relationships and negotiate contracts for office-related services and supplies

Data Security:

- Establish and enforce policies and procedures to protect the company's data assets and ensure compliance with data privacy regulations.
- Oversee the implementation and maintenance of secure data storage, backup, and recovery systems in conjunction with the IT team
- Monitor, respond to and report where necessary potential and actual data security threats, breaches, or incidents.

General:

- Oversee all company policies and procedures and drive implementation accordingly
- Work collaboratively with Head of Solutions to ensure Company strategy is implemented in most effective way

Possible Qualifications:

- Preferred -Degree in Business Administration, Management

- Minimum of 5-10 years of progressive leadership experience in operations management, preferably in the technology or SaaS industry.
- Strong understanding of HR practices, corporate governance, risk management, and data security principles and ideally finance.
- Excellent leadership, strategic thinking, problem-solving, and decision-making skills.
- Exceptional communication and interpersonal abilities.
- Proven ability to drive operational excellence and continuous improvement initiatives.

The Operations Manager plays a critical role in ensuring the smooth and efficient operation of the company, enabling it to achieve its strategic objectives while mitigating risks and fostering a positive organizational culture.