



JOB SPEC
OPERATIONS DIRECTOR
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Job Title: Operations Director

Purpose Of Job: To act as an integrator between the Visionary and the Leadership team, responsible for driving business in accordance with the agreed Business Plan.

Reports To: Managing Director / Partner

Direct Reports: Departmental Team Leaders, Financial Planners, Paraplanners, Compliance Manager, Administrators, CRMs [delete/add as appropriate]

Key Responsibilities & Accountabilities

Leadership

- Act as an integrator between the Visionary, the leadership team and the overall team to ensure successful business management.
- Validate and prioritise ideas put forward by the Visionary to ensure the Business Plan targets are achieved.
- Document, agree and coordinate the implementation of the Business Plan.
- Ensure company's core values are fully embedded in all business activities.
- Inspire a culture of collaboration, continuous improvement and creative thinking.
- Co-ordinate and chair quarterly and annual business review meetings, monthly management, and weekly Level 10 meetings.
- Organise and attend annual Board Meetings.
- Establish regular team update meetings with departmental team leaders.
- Facilitate regular team communications (written and verbal) to ensure the team is kept well informed and engaged with business performance and news.
- Maintain professional and ethical standards of practice across the organisation.
- Negotiate favourable terms with third party suppliers (e.g. landlord, compliance consultants, accountants, software providers, marketing consultants) to secure optimal service agreements and terms.

Operations

- Translate the Business Plan into a defined operational plan.
- Set the standard for service delivery through establishing and maintaining clear service level agreements (SLAs) and key performance indicators (KPIs).
- Identify and manage business capacity for workload to achieve business goals with assistance from various team leaders.
- Identify operational problems and work with the departmental leaders to resolve them in a quickly and timely manner.
- Report relevant operational Management Information to the Directors via an operational dashboard.
- Measure client satisfaction and set a culture of continuous customer service improvement.
- Ensure any service interruptions are kept to a minimum and backlogs/issues are communicated and resolved in a timely manner.
- Create internal service standards, effective business processes and procedures.
- Review and monitor business policies, processes, procedures, and internal service standards on an ongoing basis in relation to client satisfaction, profitability, and efficiency.
- Ensure all business service activities comply with relevant acts, legal & regulatory requirements and ethical standards, with support from the Compliance Manager.
- Establish and manage a risks and controls process, in accordance with the company's overall risk strategy, with the support of the Compliance Manager.
- Oversee the delivery of all general office and business administration, ensuring all legislative and business requirements are met.
- Ensure that all business activities are performed in a timely and efficient manner as per internal company standards.
- Ensure the delivery of an outstanding client servicing experience.

Key Responsibilities & Accountabilities

IT

- Consider new/alternative technological solutions in order to drive operational excellence.
- Ensure the firm remains compliant with all regulatory and legal frameworks.
- Oversee all IT services and systems with help of external consultants [or IT Manager].
 - Ensure data security, IT, and disaster recovery policies are in place and working.
 - Oversee the management of all IT services and systems.
 - Monitor all IT systems to ensure their optimal usage.
 - Manage and regularly review/test the Company's disaster recovery and business continuity plans.
 - Ensure registers of hardware, software and staff passwords are accurate and up-to-date.

Project Management

- Monitor a central view of ongoing projects to ensure they are delivered in the most efficient manner.
- Monitor and drive project activity to ensure successful completion.
- Oversee different individuals and/or departments working together to achieve agreed outcomes.
- Oversee and monitor a "lessons learnt" project register to ensure the business learns key lessons from projects and uses these to improve future performance.

Human Resources

- Ensure all HR related matters are managed in line with legal and regulatory standards.
- Ensure all staff fully understand and comply with relevant acts, legal & regulatory requirement and ethical standards, through ongoing training and monitoring.
- Ensure all teams deliver against agreed SLAs and KPIs in order to deliver the business plan.
- Oversee the management of the full team in relation to the individual performance, training, culture and values.
- Create and review organisational structure, roles and responsibilities on an ongoing basis.
- Create exciting career opportunities and inspire a culture of growth and development.
- Manage the creation and delivery of succession plans, aimed at future proofing the business and encouraging the development of talent.
- Oversee employment of new staff and terminations/resignations of existing staff, ensuring the right people are in the right seats.
- Develop and regularly review firm's appraisal process to align performance objectives with the delivery of the business plan, vision and individual aspirations.
- Oversee the establishment of individual performance objectives and ensure that these are reviewed at least annually.
- Oversee the creation of training and development plans for the team and ensure that these are reviewed at least annually.
- Sign off on training budgets and plans to ensure that these meet company requirements.
- Oversee the performance of all staff, ensuring that any performance issues are addressed promptly and managed effectively.

Key Responsibilities & Accountabilities

Human Resources (continued)

- Monitor HR registers, such as holiday and sickness and ensure any issues are promptly addressed.
- Manage individual circumstances supportively and in accordance with the relevant business policies (such as sickness, maternity, paternity etc).
- Oversee remuneration packages to ensure fairness and competitiveness.
- Oversee the organisation and manage budgets related to Team Days and other team functions.
- Ensure that all Health & Safety regulations are met at all times.
- Promote healthy working conditions and wellbeing of all staff.
- Create new leaders through coaching and helping each individual fulfil their potential.

Compliance

- Ensure that all business activities are in line with the FCA and ICO requirements and assist Senior Managers [or collaborate with other Senior Managers] in keeping the firm compliant.
- Responsible for specific Senior Management functions [if applicable list these here]
- Ensure that all business operations are aligned with the compliance plan and risk management strategy.
- Ensure procurement of appropriate levels of compliance consultancy on optimal terms.
- Oversee the monitoring of various compliance registers to manage and mitigate risks proactively with support of the Compliance Manager.
- Oversee the day-to-day compliance management undertaken by the Compliance Manager to ensure that all tasks are completed as per the compliance calendar and plan.
- Oversee a timely and accurate submissions of regulatory returns.
- Oversee that any actions from compliance visits and audits are completed in a timely manner with support of the Compliance Manager.
- Attend regular compliance meetings and audits.
- Ensure accurate records of all training & competence activity with support from the Compliance Manager.
- Ensure that all business insurance policies (e.g. PI, Keyman, Employer Liability, Cyber Insurance) are sufficient and current.
- Ensure the PI cover accurately reflects the activities carried out by the business, with the support of the Compliance Manager.
- Ensure a robust control process is in place and well managed.

Finance

- Oversee the development and documentation of accounting and bookkeeping policies and procedures for the business.
- Ensure all financial elements of the business remain within plan (budgets, forecasts, invoicing, bookkeeping, cashflow, MI information).
- Oversee general accounting functions e.g. payroll, bookkeeping and invoicing.
- Prepare and sign off financial statements and forecasts for the business (cashflow forecasts, annual budget, and relevant MI information).
- Oversee the preparation of annual reporting, budgets & accounts, and gain board approval.
- Ensure timely and accurate submissions of Companies House and Inland Revenue returns.
- Develop competitive service proposition(s) and pricing model(s) and regularly review to ensure these are suited to all/changing market conditions.

Personal Specification

Marketing

- Oversee marketing plans, objectives, and programmes within the context of the overall Business Plan with support of the Marketing Manager.
- Sign off on the annual marketing plan and budget.
- Appraise success of marketing activities in relation to the overall business strategy.

Other

- Comply with the Financial Services Acts, the FCA Statements of Principles & Code of Practice, the FCA Conduct Rules and the relevant FCA rules at all times.
- Comply with the relevant compliance, TCF, T&C and financial crime (anti-money laundering, data security, anti-bribery, fraud and corruption) procedures of the firm at all times.
- Follow appropriate ethical standards within the firm at all times.
- Other duties as directed by management.

Key Responsibilities & Accountabilities

JOB TITLE: Operations Director

CRITERIA	E OR D
	Essential OR Desirable
KNOWLEDGE	
Microsoft Word, Excel and electronic diary management	E
Advanced Excel	D
Excellent knowledge and understanding of the Financial Services Industry	E
Excellent knowledge of legal and compliance requirements relevant to the role	E
Excellent knowledge and understanding of broad principles and issues concerning Human Resources Management	E
SKILLS	
Highly organised, methodical, analytical and disciplined	E
Delegation skills	E
Excellent collaboration skills	E
Excellent communicator (both verbal & written)	E
Highly numerate and analytical	E
Adopts a positive attitude, willing to assist others when busy	E
Able to work under pressure	E
Excellent attention to detail	E
Excellent ability to prioritise and plan workload	E
Proven capability in marketing, client servicing, and business development	E
Innovative and creative thinker	E
Excellent team management ability	E
Strong leadership skills	E
Ability to tackle problems head on with a positive attitude	E
Strong resilience	E
Ability to challenge the status quo	E
Excellent stakeholder skills	E
Able to communicate at all levels	E
Strong Influencing and negotiation skills	E
Coaching and development skills	E
Emotional intelligence	E
Able to keep people focused and on track to achieve desired results	E
Passionate about delivering client service excellence	E
EXPERIENCE	
2-5 years business management experience	E
At least 2 years working within a client focused, operational environment	E
At least 2 years financial management experience	E
At least 3 years of team management experience	E
At least 3 years of project management experience	E
At least 3 years relevant industry experience	E
At least 3 years working within a financial planning environment	D
QUALIFICATIONS	
Certificate in Financial Planning or equivalent	D
BSc in Economics, Business, Human Resources Management or a related discipline (min 2:1)	D
PRINCE2 Practitioner or equivalent Project Management	D
Lean Six Sigma (green belt) or equivalent process improvement qualification	D
Coaching qualifications	D