

Job Profile: Operations Director



OPERATIONS DIRECTOR

We are offering the opportunity to join an expanding professional services firm at a senior management level. You will be working with an energetic team across all our offices and contributing to the Group's Strategic Board ensuring delivery of our long and medium term strategic objectives and continued growth.

You need:

- Extensive senior management experience with the ability to deliver client-focussed professional services
- An established track record of delivering results
- To be capable of high level decision making
- To engender respect throughout our organisation
- Excellent organisational, leadership, communication and analytical skills
- An understanding of how ICT can assist in delivering efficient working practices
- Sound knowledge of finance, technology, people management, communications, facilities, compliance and administration
- A hands-on management style
- To be a disciplined completer
- The ability to plan, implement and manage change effectively.

Candidates should have a minimum of ten years' relevant experience, at least three of which must have been spent in a senior management role.

This is a full time permanent position.

Applicants should apply by CV and accompanying cover letter, detailing on one side of A4 how they would effectively contribute to the Group in this role.

Applications can be uploaded via our website www.georgefwhite.co.uk or sent to:

Karen Park
George F. White
6 Market Street
Alnwick
Northumberland
NE66 1TL

Email: careers@georgefwhite.co.uk

For a confidential discussion please contact Karen Park on 01665 608 113.

Operations Director – Job Profile

The role will principally focus on the following:

DELIVERY

- Delivery of key projects, strategy and Group objectives on time and on budget
- Delivery of excellent client service across the Group.

STRATEGY FORMATION & IMPLEMENTATION

- Act as a sounding board on the Group's vision and strategy
- Implement strategic and operational plans emanating from the Strategic Board
- Communicate effectively with Team Leaders on the implementation of the Group's strategic and operational plans
- Undertake cross-function and group-wide projects which shape the strategic direction of the Group
- Prepare reports and recommendations to the Strategic Board and Owners.

MANAGEMENT OF BUSINESS SUPPORT TEAM (BST)

Manage the following functions:

- ICT, Facilities & Compliance
- Finance
- People
- Communications

Ensure that the above functions are run effectively and efficiently so that each BST division performs in terms of their specific responsibilities under the Group's Strategic Plan

- Review performance and drive continuous improvement
- Know what constitutes success
- Inspire and energise the team

PROFESSIONAL TEAMS

- Earn the respect of our Team Leaders
- Effective leadership of Team Leaders
- Provide advice, guidance, mentoring and direction to Team Leaders
- Attend Team and Enterprise meetings on a monthly basis
- Manage the performance of Team Leaders through the formal performance management system.
- Understanding of: their billing, fee forecasts, business development and people issues.

Please note that the above is non exhaustive and subject to change to reflect the needs of the business.

Operations Director - Key Attributes

<p>Leadership skills</p> <ul style="list-style-type: none">• Must be a strong and effective leader, inspiring confidence in everything you do• Capable of high level decision-making.
<p>Management skills</p> <ul style="list-style-type: none">• Ability to manage effectively a diverse, multi-disciplinarily workforce• Must be able to delegate projects and tasks effectively.
<p>Sound Commercial Skills</p> <ul style="list-style-type: none">• High level of business acumen• Sound knowledge of business and management principles.
<p>Good Communicator</p> <ul style="list-style-type: none">• Must be able to communicate effectively at all levels within the organisation• Must be able to build effective external relationships with regulators and external agencies.
<p>Organisational and time management skills</p> <ul style="list-style-type: none">• Must be exceptionally organised and capable of dealing with and delivering a large number of projects• Must be able to work under pressure in an often pressurised environment.
<p>ICT competent</p> <ul style="list-style-type: none">• Must have a good level of competence in Word, Outlook and Excel.
<p>Professional Approach</p> <ul style="list-style-type: none">• Must be able professional at all times, both in and outside the work environment.
<p>Team player</p> <ul style="list-style-type: none">• Must have the ability to work collaboratively.
<p>Travel</p> <ul style="list-style-type: none">• Must have a full driving licence and willingness to travel on behalf of the firm.



Northumberland & Borders Offices

Alnwick: 01665 603231

Yorks & North Lincs Offices

Bedale: 01677 425301
Shiptonthorpe: 01430 876010

County Durham Offices

Wolsingham 01388 527966
Barnard Castle 01833 690390

London Office

Tel: 0207 409 8307

www.georgefwhite.co.uk

A member of the George F White Group