



Job Description

Head of Service Delivery & Operations

Exeter, EX1 1QR

Permanent Contract

Salary: DOE

Reports to: CEO

Liaises with: CEO, Head of Sales, Sales Team Manager, HR, Finance, Account Managers

The Role

As the Head of Service Delivery & Operations, you will have ultimate ownership of the successful execution of our outsourced sales services and will play a crucial role in the success of the business. You will oversee organisational operations in relation to the systems and processes involved in the delivery of all our clients' outsourced sales campaigns and programmes. You will also join our Senior leadership team and contribute to the company's commercial strategy for future growth.

With strong senior management experience, you will help to elevate our systems and processes and you will oversee the daily operational running of the 'delivery team' and its performance. This includes between 30-40 team members (and growing) made up of sales roles, team leaders, Sales Team Manager and other supporting roles.

You will clearly demonstrate strong commercial acumen and you will need to be an exceptional leader who is comfortable under pressure, working in a fast-paced environment. You will be detail focussed and be hungry to find ways to innovate and seek continuous improvement in everything that we do.

In return you will be valued, challenged, and rewarded in this fast-growing highly ambitious company.

Responsibilities

- Supporting the CEO with the strategic direction of the business.
- Maintaining an ongoing, transparent reporting and dialogue with the CEO to ensure the CEO is kept up to date with day to day activities
- Drive improvements in profitability at business and individual level, implementing improvement initiatives and operational efficiencies.
- Management of operational budgets, targets and KPIs.
- Build rigorous processes that allow us to scale more with control.
- Adopt a continual improvement approach to improve the performance of the service delivery team within the business.

- Lead the development of operating processes, so that they are fit for purpose and adopt best in class standards.
- Recruit, lead and coach a highly capable team of Managers, in order to ensure that team members are focussed and clear on the standard operating processes in the business.
- Coach, support and develop individuals.
- Provide support and guidance to managers for people related matters such as disciplinaries and performance appraisals.
- Build strong relationships with internal and external stakeholders to ensure alignment and delivery of business objectives and drive essential behavioural and process change.
- Develop strategies to promote team member adherence to company regulations, values and performance goals.
- Build robust relationships within the senior management team to ensure continuity across the office.
- Act as point of escalation for the Sales Team Manager.

Requirements

- 10+ years of successful commercial and/or operational management
- Clearly demonstrable leadership and coaching skills at senior level
- Strong understanding of general finance – budgeting (including profit and loss)
- Outstanding communication and interpersonal skills
- Prepared to challenge and question the norm
- Assertive, confident and professional attitude
- Ability to build strong relationships and work collaboratively
- Experience managing change, demonstrating decisiveness and with the ability to negotiate and gain buy in from other stakeholders and colleagues
- Exceptional commercial awareness and understanding of working in a growing SME
- Experience of working with and managing senior stakeholders
- A comprehensive understanding of sales environments, sales metrics and performance

Head of Service Delivery & Operations Benefits:

- Competitive salary
- Continuous development support
- Social office environment with regular paid company social events
- Work from home days
- Monthly and quarterly team and individual incentives
- Regular 121's
- Weekly Company catch up
- Healthy working environment with refreshments provided
- Weekly fruit delivery
- Monthly company lunch
- Wellness program