

Job Description

Job Title: Operations Manager		
Team: Operations	Reports to: Head Of Operations Committee	Level: Three
<p>Purpose: To support the company strategy as agreed by the Directors by effectively managing operations pan-island. This includes management of the premises, our IT infrastructure & systems, information security, Health & Safety, all projects as they arise and responsibility for a team of operations staff.</p>		
<p>Responsibilities and Accountabilities:</p> <p>Operations</p> <ul style="list-style-type: none"> • To ensure the firm's IT strategy remains appropriate and that it is effectively implemented. • Leading the management of external IT suppliers to ensure defined service standards are met. • Overseeing the IT support helpdesk for the whole firm and ensure open issues are resolved on a timely basis. • Manage & maintain the document management system IManage and ensure that efficiencies and procedures are developed and maintained, to achieve the key priorities of the firm's strategy, such as becoming paper free. • Liaise with the business and arrange scanning and archiving projects. • Point of contact for the property agent and manage the relationship ensuring compliance with the terms of the lease and maintenance issues are dealt with in a timely manner. • Ensure that the firm adopts and is compliant with best practices in respect of Information Security (monitoring, remediation, testing and staff compliance testing). • Responsible for Health & Safety across the firm including but not limited to regulatory requirements applicable in both islands. • Managing and developing the pan-island operations team (excluding finance) and ensuring they are delivering efficient and effective support to both offices. • Production and monitoring of policies and procedures to cover operational aspects of the business. • Assist with the preparation of the annual budget for areas that fall under Operations such as IT, Premises, Overheads etc. in line with the expected timeframe. • Project management of key projects & initiatives that arise, including reporting on, monitoring the progress, budgeting and delivery. • Oversee company travel ensuring the policy is fit for purpose and bookings are made in accordance with the policy. <p>Compliance</p> <ul style="list-style-type: none"> • Assistance with the preparation and distribution of board and other committee papers as required. • Providing administrative support for the Operations Committee and Executive Committee. • Working with Op Co to help ensure compliance with all regulatory and legal issues. Ensuring that the firm's premises in both islands are adequately and effectively maintained and to act as key point of contact for external suppliers and contractors. • Completion of all returns in connection with our regulatory bodies, professional bodies and annual Global Surveys from GTI. • Ensure insurance policies are renewed in a timely manner, including but not limited to; cyber security; D&O, PI and office and employee liability policies. • Compliance with all statutory regulations that come up under Operations such as Data Protection, premises, health & safety etc. 		
<p>Skills:</p> <ul style="list-style-type: none"> • Strong IT skills coupled with an understanding of multiple systems and system administration. • Has excellent interpersonal and communication skills and ability to deal with people at all levels, cooperating and contributing at Executive level. • Has a deep understanding of the overall business and the different functions within the firm. • Experience of working within a Financial Services firm would be advantageous. • In depth Project management experience. • Ability to work to tight deadlines. • Excellent management skills. • Ability to think strategically & commercially. • Quality focused. 		

**Qualifications/Experience:**

- Demonstrable evidence of working in a similar role with at least 5 to 10 years management experience.
- Project management qualification would be advantageous.