



## Operations Manager

**Location:** Poole, Dorset (BH14)

**Salary:** £40-50,000 (dependant on experience)

**Position:** Full-time

**The Opportunity:** Are you looking for a challenging and rewarding role that combines your leadership skills and operational expertise? Do you want to join a small visionary team that is committed to delivering excellent financial planning services to clients? If so, you might be the perfect candidate for the Operations Manager position at Life Matters.

As the Operations Manager, you will act as an integrator between the Managing Director and the rest of the team, responsible for driving business in accordance with the agreed Business Plan. You will validate and prioritise ideas put forward by the MD, document and coordinate the implementation of the Business Plan, and assist the MD to ensure the company's core values are fully embedded in all business activities. You will also co-ordinate and chair various meetings, facilitate regular team communications, and manage relationships with 3rd party suppliers.

In addition, the successful Operations Manager (Practice Manager) will establish, monitor, and manage business operations to meet company goals. We are looking for someone who can leverage technology to improve our operational efficiency through effective processes and procedures. You will identify and resolve operational problems, report relevant operational Management Information to the MD, create internal service standards and ensure all business service activities comply with relevant regulations.

Life Matters is a dynamic and innovative company with a small but highly competent team of four. The Operations Manager role is a key position that involves working closely with the MD on all aspects of the business. You will have the chance to shape the future of the company and grow your skills and responsibilities as the Operations Manager (Practice Manager), with the potential to become the Operations Director as the business expands.

### **Operations Manager (Practice Manager) Essential skills:**

To be successful in this role, you will have proven experience in a similar position and demonstrate a high level of professionalism and integrity. Experience in the Financial Planning industry is a 'nice to have' but is in no way essential for the right candidate. You will need to have excellent organisational and problem-solving skills and be a motivational leader, capable of working independently and collaboratively with different stakeholders. You will be able to communicate clearly and professionally, both verbally and in writing and will have a strong educational background, high proficiency in technology, and excellent

**Salary and Benefits:** £40-50,000 (dependant on experience) + benefits including 28 days holiday + bank holidays + a generous pension + bonus (up to 10%) + free parking + flexible working hours + coaching + continued professional development + the opportunity to develop from Operations Manager (Practice Manager) into Operations Director and gain an equity stake in the business as it expands.

**The Company:** Life Matters is an Independent Lifestyle Financial Planning firm, who turns traditional financial advice on its head, making a life changing impact on their clients' lives, coaching and empowering them to make great decisions and delivering an exceptional, personal client experience. 100% of their clients say that they would recommend them (85% already have) and 100% say that working with Life Matters has helped them achieve their life goals.

Dawn O'Shea is recruiting the Operations Manager (Practice Manager) directly on behalf of Life Matters so NO AGENCIES PLEASE. If your CV is short-listed, you will be contacted by telephone in the first instance to discuss your experience and the role in more detail.

Dawn O'Shea

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