

Life Matters

Job Description

Operations Manager



LIFE MATTERS
— PICTURE YOURS —

Purpose of role: To act as an integrator between the Visionary and the rest of the team to drive the business as per the agreed Business Plan.

Reports to: Managing Director

Direct reports: Financial Planner(s), Paraplanner(s), CRM(s), Administrator(s), Receptionist

Leadership

- Act as an integrator between the Visionary and the rest of the 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.
- Assist the Managing Director to ensure the company's core values are fully embedded in all business activities.
- Co-ordinate and chair Level 10 and team meetings.
- Co-ordinate organisation of quarterly and annual business review meetings.
- Facilitate regular team communications (written and verbal) to ensure the team is kept well informed and engaged with business performance and news.
- Manage and oversee relationships with 3rd party suppliers (e.g. landlord, compliance consultants, accountants, software providers, marketing consultants) to secure optimal service agreements and deals.

Operations

- Establish, monitor, and manage business operations to meet company goals.
- Identify operational problems and resolve them in a quick and timely manner.
- Report relevant operational Management Information to the Managing Director.
- Create internal service standards, and 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
- Overseeing 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.
- Review business policies, processes, and procedures in relation to the efficiency of team performance.

Project Management

- Co-ordinate projects to ensure they are delivered in the most efficient manner.
- Monitor and drive project activity to ensure successful completion.
- Co-ordinate the team working together to achieve agreed outcomes.
- Create and manage 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 the team fully understand and comply with relevant acts, legal & regulatory requirement and ethical standards, through ongoing training and monitoring.
- Manage the team and their workload to achieve set business goals.
- Arrange employment of new team members and terminations / resignations of existing.
- Create and review organisation structure and roles on an ongoing basis.
- Develop and regularly review the appraisal process to align performance objectives with the delivery of the business plan, vision and individual aspirations.

- Establish performance objectives and undertake regular reviews to ensure individual and business goals are met.
- Ensure any performance issues are addressed promptly and effectively.
- Establish training and development plans for all team members and review twice per year.
- Coordinate training for the team as per their career plans and company requirements.
- Create and maintain holiday and sickness registers.
- Oversee remuneration packages to ensure fairness and competitiveness.
- Organise and coordinate 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.

IT

- Ensure that technology is used to drive efficiency and create time savings.
- Ensure the firm remains compliant with all regulatory and legal frameworks.
- Ensure that data is accurate, safe, well managed and organised.
- Oversee all IT services and systems with help of external consultants
- Ensure data security, IT, and disaster recovery policies are in place and working.
- Manage all IT services and systems.
- Monitor all IT systems to ensure their optimal usage.
- Manage and regularly review and test the disaster recovery and business continuity plans.
- Keep an up-to-date register of hardware, software and monitor team security scores.

Compliance & Finance

- Develop and document accounting policies and procedures for the business.
- Direct the general accounting functions and prepare the following reports for the MD: Annual Budget, Budget Variance, Capital Adequacy levels, Annual P&L, and Annual Balance Sheet.
- Prepare financial statements and forecasts for the business.
- Organise and collaborate with external accountants to prepare management accounts and accounting records each year.
- Ensure that all business activities are in line with the FCA and ICO requirements and assist Managing Director in keeping the firm compliant.
- Undertake day-to-day compliance tasks as per the compliance calendar and plan.
- Manage various compliance registers to ensure that these are accurate and up to date.
- Ensure timely and accurate submissions of regulatory returns (including GABRIEL).
- Ensure that any actions from compliance visits and audits are completed in a timely manner.
- Attend compliance meetings and prepare relevant documentation.
- Ensure accurate records of all training & competence activity.
- Ensure that all business insurance policies (e.g. PI, Keyman, Employer Liability, Cyber Insurance) and ICO registration are sufficient and current.
- Ensure a robust control process is in place and managed, under guidance from the compliance consultant.

Marketing – assisting Managing Director

- Direct and coordinate marketing activities as per Calendar of Marketing Events, Annual Marketing Plan and other directives as per management decisions.
- Establish and coordinate marketing plans, objectives, policies and programmes within the context of the overall Business Plan, including setting targets and pricing structures.
- Appraise success of marketing activities in relation to the overall marketing strategy.

Any other ad hoc duties which are required to ensure the smooth running of the Company's business. This may include providing holiday or sickness cover as necessary and deputising for the Managing Director as required.

Personal Specification

Job Title: Operations Manager

Criteria: **E or D**

Knowledge

Microsoft Word, Excel and electronic diary management	E
Advanced Excel	D
Excellent knowledge and understanding of Financial Services Industry	E
Excellent knowledge of legal and compliance requirements relevant to the role	E
Good knowledge and understanding of broad principles and issues concerning Human Resource Management	E

Skills

Highly organised, methodical, analytical, and disciplined	E
Excellent communicator (both verbal and written)	E
Highly numerate	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

Experience

At least 3 years relevant industry experience	D
At least 3 years working within a financial planning environment	D
3-5 years marketing and finance management experience	D
3-5 years of team management experience desired	D

Qualifications

Certificate in Financial Planning or equivalent	D
BSc in Economics, Mathematics, Physics, Business, or a related discipline (min2:1)	D

D = Desirable

E = Essential