

Job Description

Job Title: Operations Manager

Hours of work: 35 – Monday to Friday 9am to 4.30pm

Salary: £40,000 to £47,000 depending on experience and skillset

Location of Office: Gaddesby (a comfortable drive from Leicester, Loughborough, Nottingham or Melton Mowbray)

Contact: Alasdair Walker – alsadair@ha-w.co.uk

Purpose Of Job

To provide support to the managing director and board to deliver their vision by being responsible for the day-to-day operational oversight of a growing financial planning business.

This new role would particularly suit someone with previous experience in practice management or compliance and management and has the confidence, skillset and interest in getting involved with all aspects of a business that has an explicit focus on putting client outcomes first.

Reports To: Managing Director

Direct reports: Paraplanning (team of three), Client care & administration (team of four)

Key Responsibilities & Accountabilities

Leadership

- Act as an integrator between the board and the rest of the team to ensure successful business management.
- Validate and prioritise ideas put forward by the board 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 monthly management, weekly 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 third-party suppliers (e.g. 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 via an operational dashboard.
- Create and evolve 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.
- Oversee 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.

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 different individuals and or departments working together to achieve agreed outcomes.
- Create and manage a “lessons learnt” project register to ensure the business learns key lessons from projects, using these to improve future performance.

Human Resources

- Ensure HR-related matters are managed in line with legal and regulatory standards.
- Ensure the team fully understand and comply with relevant acts, legal & regulatory requirement and ethical standards, through ongoing training and monitoring.
- Create and review organisational structure, roles and responsibilities on an ongoing basis.
- Manage the team and their workload to achieve set business goals.
- Oversee employment of new staff and terminations/resignations of existing staff.
- Develop and regularly review firm’s 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.
- Create training and development plans for the team and review regularly.
- Coordinate training for all staff as per their career plans and company requirements.
- 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.

Compliance

- Ensure that all business activities are in line with the FCA and ICO requirements and assist Senior Managers 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.
- 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 our compliance officer and third-party compliance consultants.

Finance

- Oversee the development and documentation of accounting and bookkeeping policies and procedures for the business.
- Oversee general accounting functions, working with our internal office co-ordinator and third-parties where appropriate e.g. payroll, bookkeeping and invoicing.
- Collate financial statements and forecasts for the business from software including Intelliflo Office and Xero, including cashflow forecasts, annual budget, and relevant MI information.
- Monitor budget and income levels on an ongoing basis to ensure that the agreed net profit margin levels are met.
- Work with our company accountants to coordinate preparation of the annual accounts.
- Ensure timely and accurate submissions of Companies House and HMRC.

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 and board.
- Ensure data security, IT, and disaster recovery policies are in place and working.
- Monitor IT systems to ensure their optimal usage.
- Manage and regularly review/test the Company's disaster recovery and business continuity plans.
- Keep an up-to-date register of hardware, software and staff passwords.

Marketing

- Oversee marketing plans, objectives and programmes within the context of the overall Business Plan.
- Oversee the creation of marketing materials and content, working with our third-party marketing agency, to ensure that these reflect company needs and values.
- Coordinate organisation of marketing events.

Other

- Comply with the Financial Services Acts, the FCA Statements of Principles & Code of Practice, the FCA Conduct Rules and the relevant FCA rules at all times.
- Comply with the relevant compliance, TCF, T&C and financial crime (anti-money laundering, data security, anti-bribery, fraud and corruption) procedures of the firm at all times.
- Follow appropriate ethical standards within the firm.

Person Specification

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KNOWLEDGE	Essential	Desirable
Excellent knowledge and understanding of the Financial Services Industry	E	
Excellent knowledge of legal and compliance requirements relevant to the role	E	
Highly competent with Microsoft Word, Excel and electronic diary management	E	
Advanced Excel knowledge, including use of pivot charts and tables to digest and portray Management Information		D
Knowledge and understanding of specialist software: Intelliflo Office and Xero		D
Good knowledge and understanding of broad principles and issues of Human Resources Management	E	

SKILLS	Essential	Desirable
Highly organised, methodical, analytical and disciplined	E	
Excellent communicator (both verbal & 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 and active problem-solving skills	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	Essential	Desirable
Experience in a similar role in an IFA practice		D
Previous experience working within a financial planning environment	E	
Marketing and Finance Management experience		D
Team management experience		D

QUALIFICATIONS	Essential	Desirable
Certificate in Financial Planning or equivalent		D
BSc in Economics, Mathematics, Physics, Business or a related discipline		D

Other Information

- Hybrid working offered to all team-members.
- On site car parking with charging for electric vehicles.
- A leading package of additional employee benefits ranging from private medical insurance to free annual medical to an extra day's holiday on your birthday.