Head of Operations Job Description



HEAD OF OPERATIONS RESPONSIBILITIES INCLUDE:

- Collaborating with other senior management to formulate strategy
- Ensuring regulatory compliance
- Overseeing implementation of IT systems

JOB BRIEF

We are looking for a Head of Operations to oversee daily activities across functions such as finance, IT and regulatory compliance.

Head of Operations responsibilities include designing policies, overseeing customer service and implementing technology solutions. You should be a responsible leader with an analytical and strategic mind and have a broad knowledge of the business. If you're also committed to productivity and compliance, we'd like to meet you.

Ultimately, you'll ensure our operations run smoothly and that people are productive.

RESPONSIBILITIES

- Formulate business strategy with others in the executive team
- Design policies that align with overall strategy
- Implement efficient processes and standards
- Coordinate customer service operations and find ways to ensure customer retention
- Ensure compliance with local and international laws (e.g. data protection)
- Oversee the implementation of technology solutions throughout the organization
- Manage contracts and relations with customers, vendors, partners and other stakeholders
- Evaluate risk and lead quality assurance efforts
- Oversee expenses and budgeting to help the organization optimize costs and benefits
- Mentor and motivate teams to achieve productivity and engagement
- Report on operational performance and suggest improvements

REQUIREMENTS

- Proven experience as Head of Operations, Operations Director or similar leadership role
- Familiarity with all business functions including HR, finance, supply chain and IT
- Experience with implementing IT systems
- Knowledge of data analytics and reporting
- Good with numbers and financial planning
- Outstanding communication and negotiation skills
- Excellent organizational and leadership ability
- Analytical mind
- Problem-solving aptitude
- BSc/BA in Business, Computer Science or other relevant field

SOURCE: https://resources.workable.com/head-operations-job-description