**Head of Operations job description**

**Job brief**

To contribute to the development, implementation, monitoring and review of a business strategy that maximizes the retail net profit by driving sales and controlling costs at regional level; to build motivated and high performing teams through the effective leadership and line management to retail staff. Ensures that ‘added value’ opportunities afforded through its high street presence including raising public awareness and non-retail income.

**Responsibilities**

* Ensuring financial targets and other agreed targets are set and are met by all Managers
* Ensuring new business/sales activities secure additional funding and commercial finance in line with strategic aims
* Ensuring marketing activities support the securing of new business, the engagement of learners, raising brand awareness and driving public relations
* Reviewing operating processes and procedures to ascertain if they are successful and if not, devise alternatives through the ISO system improvement process
* Keeping employees motivated and organising appropriate training and development in line with the company succession plan and training matrix
* Ensuring the business operates within the company's mission statement and values
* Driving customer satisfaction and reporting any issues to the Board
* Ensuring Legislation is adhered to including though not exhaustive: Health and Safety, Data Protection, Employment Law, Corporate Governance
* Working with all Managers to get the best performance from employees
* Driving the business to increase profits
* Meeting with customers and suppliers to ensure contracts are being fulfilled and re-negotiated as Necessary

**Requirements**

* At least 3 years’ experience in Financial Management
* Demonstrated leadership ability.
* Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices.
* Commitment to social justice and the mission
* Excellent computer skills and proficient in Excel, Word, Outlook, and Access
* Excellent communication skills both verbal and written
* Preference given for experience in writing successful grant application
* Excellent interpersonal skills and a collaborative management style.
* Budget development and oversight experience
* A demonstrated commitment to high professional ethical standards in a diverse workplace
* Knowledge of tax and other compliance implications of non-profit status.
* Excels at operating in an fast pace, community environment
* Open to direction and Collaborative work style and commitment to get the job done
* Ability to challenge and debate issues of importance to the organization.
* Ability to look at situations from several points of view
* Persuasive with details and facts
* Delegate responsibilities effectively
* High comfort level working in a diverse environment