

Job Description

Title **Operations & People Director**

Location **London (Office Based)**

Salary **£78,750 + performance related bonus + benefits**

Role purpose

Operations & People Director is a new role at the UK's leading Social Enterprise Management Consultancy and B-Corp, joining our senior leadership team to lead and manage our in-house operations team and support wider productivity, business performance and social impact through our people.

The role will oversee day-to-day operational functions and lead on human resources at PPL, working alongside senior colleagues to enable high-quality delivery across all the clients and sectors we serve; as well as the continuing growth and development of PPL as an organisation. It requires the ability to think creatively and strategically around use of our resources, working with direct reports including our Finance & Business Development Manager, Office Management and Administration Team. Outsourced services also fall under this area of responsibility including Communications, IT and other professional support.

In addition to our consulting teams, currently based in London and Bristol, the role will involve working with a range of VCSE, academic and private sector partners, supporting the development and growth of our own impact and our wider social goals. The Operations & People Director will need to demonstrate a readiness to take a hands-on approach to ensuring a high-performing, values-led environment for all those we work with and support; linking the strategic development of PPL with the day-to-day activities which will deliver these. This includes:

- **People** leading HR across the employee lifecycle, including recruitment and onboarding of new team members, ensuring up-to-date advice and guidance for managers and staff, a robust and values-led approach to policies and performance, structured professional development and training, and overall a high-quality employee experience.
- **Resource management** managing day-to-day allocation of resources to internal activities and external client work, working with the wider leadership and management team to ensure systems and practices are in place and being properly used to enable timely, cost-effective, high-quality and sustainable delivery of our priorities and commitments.
- **Operational delivery** overall responsibility for quality, environmental, information security, health and safety and wider business processes and systems. Ensuring that we have robust, ethical supply chains and outsourcing arrangements and the right balance of internal and external support to provide value for money for PPL and our clients. Leading the operations team, in line with organisational values, enabling consistent support to our teams, partners and clients.
- **Finance & business development** working with the Finance & Business Development Manager to ensure relevant systems, processes, and frameworks are in place and operating effectively at each stage of the client lifecycle, from opportunity identification to capturing customer feedback and lessons learnt. Ensuring that overall budgets and performance targets are met.
- **Process improvement** proactively identifying and working with colleagues to implement process improvements to enhance operational efficiency, reduce costs, and improve service delivery. Ensuring compliance, proactive identification, management and resolution of organisational risks and issues.

2. Key responsibilities

A. People Management

- **Management responsibility for our internal Operations teams and functions** including delivery of day-to-day operational activity, staff wellbeing and professional development.
- **Development and ownership of the PPL people strategy**, including a focus on enabling sustainable organisational growth and identifying future talent needs in line with strategic business priorities.
- **Developing our capacity and capabilities** through leading on proactive, high-quality recruitment, development and retention of operational and consulting resources, enabling our client work and wider social impact.
- **Supporting the wider culture of people management across the organisation** including ensuring that managers work within a framework of robust and up-to-date HR policies and systems; and feel confident in supporting their own reports, in line with our organisational responsibilities and values.

B. Resource management

- **Overall responsibility for ensuring effective project and programme resourcing** working with consulting managers and teams to ensure the right people and skills are available and being utilised on client and internal projects based on available capacity and capability.
- **Working with the Finance & Business Development Manager to ensure efficient and effective support throughout the client lifecycle**, from establishing new contracts to ensuring cashflow and effective use of financial resources, including on behalf of partner organisations who we rely on to enable high-quality client outcomes.
- **Working as part of the senior leadership team** to ensure appropriate systems and processes are in place and functioning to enable activity to be “loaded and levelled” in a way which supports sustainable, high-quality delivery and staff wellbeing; proactively identifying areas for improvement and development.

C. Operational delivery

- **Creating an effective customer service culture across our Operations functions** providing consistent, accessible and friendly support to all those who need it.
- **Overall responsibility for Quality, environmental and information management systems and practice** in line with our ISO 9001, 14001 and 27001 accreditations.
- **Maintaining robust approaches to risk and issue management** including holding the overall corporate risk register and working with senior colleagues and members of the team at all levels of the organisation to identify and manage related opportunities and challenges.
- **Signing off annual and monthly budgeting and financial accounting** (including payroll and operational expenditure P&L reporting, and statutory returns) working with internal and external finance and operational colleagues to ensure that we are maximising our resources and are fully compliant with statutory responsibilities and our commitments as a Social Enterprise and B Corp.

D. Business Development

- **Overall responsibility for the process and infrastructure to support the flow of work into PPL** as a leading UK social enterprise and management consultancy, including responsibility for overseeing access to market via formal frameworks, compliant processes to support effective and efficient opportunity identification, sales and delivery, and working with the Finance & Business Development Manager and wider consultancy team to enable the overall success of the business.
- **Board reporting and oversight of Key Performance Indicators and Metrics** working with operational and consulting colleagues including regular reporting to the team, management and senior executives.
- **Helping to develop and deliver our strategic growth plans** working as part of the PPL senior leadership team, reporting to the Board of Directors.

3. Core Competencies

A. People

- **Line management:** Experienced people manager able to work within a small operational team to help empower and develop direct reports.
- **Human Resource management:** Expertise in human resource management, establishing, maintaining and continuously improving processes, systems and support for all staff.
- **Technical:** People management / HR qualification (CIPD Level 5+ or equivalent).

B. Resourcing

- **Capacity Building:** Skilled in identifying and building capacity and capability within organisations, ensuring effective planning, delivery and evaluation of in-house and external training and development activities to meet business needs.
- **Operational Deployment:** Skilled in managing a professional resource pool, working with colleagues to proactively identify and match supply and demand.
- **Technical:** Experienced in operating resource planning and management systems.

C. Operational Delivery:

- **Customer Service:** Ability to act as a “business partner” to internal and external teams and clients, creating an effective internal customer service environment.
- **Operational Leadership:** Ability to take overall responsibility and accountability across the range of corporate functions required to support PPL’s business needs, including systems, processes and infrastructure, working to ISO and equivalent international standards.
- **Financial Management:** Overseeing the overall financial performance, income and expenditure of the business, including experience in planning, managing, reporting on and being accountable for financial performance.
- **Technical:** Skilled in working business systems to support overall management, planning and reporting of KPIs.

D. Business Development

- **Sales and Marketing:** Ensuring effective operational support to the sales and marketing process, including to the identification, development, contracting and delivery of projects by consulting colleagues.
- **Technical:** Experience supporting the management of pipelines of work from inception to completion in commercial and / or public sector environments.

E. Leadership and Team Management:

- **Operational Leadership:** Strong leadership skills to motivate, mentor, and develop operational team members and support wider business performance as part of the leadership team.
- **Collaboration:** Ability to work collaboratively across departments and build effective teams to achieve common goals.

F. Communication:

- **Stakeholder Communication:** Excellent verbal and written communication skills to effectively engage with clients, senior management, and team members.
- **Negotiation:** Skilled in negotiation and conflict resolution to manage stakeholder expectations and secure favourable outcomes.

G. Risk Management

- **Risk Identification:** Ability to identify potential risks and develop strategies to mitigate them, as well as to establish wider systems for the ongoing management of risks and issues as they arise.
- **Compliance:** Ensuring adherence to financial regulations, legal standards, and ethical practices, including across the domains of people, estates and IT, and finance.

4. Behavioural Competencies

A. Analytical Thinking

- **Attention to Detail:** High level of accuracy and attention to detail in analysis and reporting.
- **Problem-Solving:** Proven skills to address complex financial and business challenges.

B. Adaptability

- **Flexibility:** Ability to adapt to changing conditions, team and client needs and priorities.
- **Resilience:** Maintains performance and motivation under pressure and during setbacks.

C. Initiative

- **Proactivity:** Takes initiative to identify opportunities for improvement and drive positive change.
- **Entrepreneurial Mindset:** Demonstrates a forward-thinking, entrepreneurial approach to business development and growth.

D. Ethical Integrity

- **Trustworthiness:** Acts with integrity, honesty, and transparency in all business dealings.
- **Responsibility:** Upholds ethical standards and takes responsibility for actions and decisions.

E. Client Focus

- **Customer Orientation:** Strong commitment to understanding and meeting the needs of clients.
- **Service Excellence:** Dedicated to providing exceptional service and exceeding client expectations.