



JOB PROFILE

Job Title:	Operations Director
Department:	Internal Operations
Accountable to:	Chief Executive

Job Purpose:

To direct and oversee all operational activities of the Group, including Information Technology (IT), Human Resources (HR), Financial Investments (FI), Financial Private Clients (FPC) and Financial Direct (FD). To lead the development of operational, IT and HR strategy for the Group.

Main Duties:

- To develop plans in accordance with the objectives and vision of the Group, and develop Operations, HR and IT strategy proposals for the Chief Executive's and Board's approval.
- To monitor and review this strategy on a regular basis and report back to the Chief Executive and Board on progress towards the strategic priorities, and to be accountable for the results.
- To lead the IT, HR, FI, FPC and FD teams
- To take responsibility for the health and safety of employees and manage insurance and property issues
- To maintain effective systems and controls within the areas of responsibility and work with the board of directors to achieve effective corporate governance
- In conjunction with the Financial Director use financial and other resources effectively to set budgets and forecasts for on-going operations and projects, meet targets within budget, work with the Chief Executive and Board to secure effective resources and monitor and evaluate the use of resource
- To ensure there is regular and effective reporting direct to the Board on operational matters
- To ensure that the Group achieves the TCF consumer outcome 1 "Customers can be confident that they are dealing with a firm where the fair treatment of customers is central to the corporate culture"
- To hold the Financial Services Authority (FSA) Controlled Function CF1 Director

Qualifications:

- Educated to degree level, preferably with a financial services and IT related qualifications

Skills:

- A portfolio of management skills, including operations, information technology and human resources
- Good strategic planning skills and the ability to translate strategic plans into reality and to ensure delivery and performance
- Ability to vision and articulate the role of IT across the organisation and determine where the greatest contribution can be made
- Strong and proven leadership and motivational skills with evidence of a commitment to attainment of good practice
- Skilled in people management, a team player with the ability to establish and maintain good

working relationships with all contacts and colleagues

- An in-depth understanding of the 'treating customers fairly' cultural requirements as set by the FSA.
- High level of oral and written communication skills and personal presentation skills
- Ability to present an argument persuasively, negotiate successfully and influence the decisions of others
- Reliable, a sense of responsibility and self reliant

Experience:

- A successful career and employment record showing evidence of progression to a senior management position in the disciplines of Operations, HR and IT
- Involvement in the development of strategy, policies, business planning and financial management.
- Effective management of staff
- Demonstrable experience of developing and implementing overall IT strategy and managing IT developments
- Project management