

Consultancy of the Future £70,000 Equivalent

Operations Director London and Remote

The School of International Futures (soif.org.uk) is a thing of the future in two senses: it helps clients chart possible courses that the future may bring; and, with the help of ever-emerging technology**, it is setting itself the target of becoming the model of what a 21st Century organisation should be.

Celebrating 10 years since its founding, SOIF is entering that phase that needs someone to bring order to its growth without stifling its energy and passion. You 'may have learned how consultancies should run from time in one of the big ones but we need you to have encountered the difficulties of a smaller one, expanding but struggling to define its product range, fill the sales pipeline and maintain its margins.

SOIF's income has crossed the £million mark and is a mixture of funding from the charities that share our global interests and fees earned from client projects. We need to grow both sources to sustain our investment in research and future-uncovering initiatives.

You'll see from the limited remuneration we are able to offer that we're looking for someone who is in a position to share our passion for investing in the future, perhaps recently retired, or no longer in need of big bucks.

You'll be part of the senior management team, but your focus will be inward, making the current machine run smoothly while designing systems to take us into the future. You don't have to be a strategist, Cat Tully (the founder) leads on that, but you have to recognise the factors that are critical to a strategy's success and align the people and systems to support them.

You'll see from our website, especially "Meet the NGFP fellows" that one of those critical factors is diversity. In order to maintain that, we are pretty much a virtual organisation keeping ourselves together with ** Zoom - and Google, Hubspot, Notion, Xero, Workforce Max, Miro And, despite the filter of technology, you'll have learned how to 'win friends and influence people'.

We are all contractors so we will offer you the standard core team offer of 4-5 days a week work for 6 months, with a break clause to review after the first 3 months.

JOB DESCRIPTION

JOB TITLE	Operations Director
TENURE	Full Time or 4 days a week
REMUNERATION	Up to £400/day

Job Summary

This role sits across all SOIF's practices, client external and internal projects. They will be responsible for overall management resource planning and allocation, training and continual improvement of workflows and processes, in order to meet the business objectives, goals and targets.

The Operations Director will be required specifically to oversee Project Managers and internal teams to ensure the delivery of all assigned projects using the agreed workflows and processes.

In addition, this person will take ownership of managing Business Development, Sales and Pipeline, cash flow budgets and reporting via a refreshed management information system.

The Operations Director will also take responsibility for Human Resources, especially resourcing, performance management, learning, engagement, objective setting and training.

Key Outcomes for 1st Year

- Unite existing operations into an operations team with a vision and a plan to support the organisation through growth
- Ensure pragmatic and user-friendly processes are in place to support resourcing, recruitment, cashflow, contracts, budgeting, monitoring, and evaluation and help us to achieve our annual targets and to grow sustainably
- Ensure our systems provide consistent management information to our team so we can make effective decisions at individual, project, practice, and organisational level.

Responsibilities

- Manage, support and (where needed) mentor project managers.
- Manage client profitability through oversight of all projects and resources across the organisation.
- Plan and manage all resources across the organization in a dynamic way to ensure projects are delivered to the standard required and ensuring business objectives are met.
- Assign people to projects based on skills, previous experience, availability, or project budget.
- Clearly communicate fortnightly resource plans to all staff.
- Ensure the organization's resources have enough capacity to deliver upcoming projects.
- Manage all project related risks, mitigating them where necessary and communicating them clearly to senior management.
- Support the organisation in other HR related matters to be agreed, including onboarding.
- Support the hiring of new employees by understanding and knowing the requirements of the organization and feeding this to the Senior Management Team.
- Work with Practice Leads to ensure projects are proposed and planned around resource availability.
- Maintain, review and improve all project related processes, in order to meet schedules and deliverables.
- Manage the information systems to ensure adequate reporting across the business, from opportunity through to completion of projects.
- Provide training on agreed project processes and workflows.
- Keep up to date with best practices.

Key attributes

- Well experienced in operations and project management
- Proven experience in performing a project management function in a virtual environment
- Experience in managing a diverse team
- Excellent organisational skills, possessing the innate ability to prioritise and multitask, and take the complex and break it down into simple actionable steps.
- Strong analytical and numerical skills.
- Proven experience in a client-facing role.
- Some understanding of commercial contracts and corporate matters
- An excellent communicator.
- A friendly, positive team player.
- Proactive.
- Committed to high-quality output and service, with an eye for detail.
- Able to handle challenging situations and act appropriately.

We are deliberately not specifying qualifications so as encourage a broad range of applicants.

Personality

This job spec outlines what you do – how you do it is important. It's about working hard without losing your sense of humour or your respect for those around you; adding genuine value by producing quality work and wanting to be the best; being part of a team with colleagues and clients alike, working in partnership for success.