



Responsible for developing, implementing, and managing operations processes and systems to ensure a high level of efficiency and customer satisfaction. The role requires excellent organisational and problem-solving skills, as well as the ability to lead a team of operations personnel.

- BA in business or a BSc in computer science.
- Project management skills and knowledge of methodologies such as Agile, Lean and Six Sigma
- Excellent IT skills and knowledge of any industry-specific software or programmes
- Auditing and monitoring outputs and data analysis
- Excellent interpersonal and communication skills
- Leadership and management skills and the ability to motivate and retain staff
- Commercial awareness and a thorough understanding of the competitive environment
- Excellent planning and organisational skills
- Time management skills and the ability to prioritise effectively and delegate when appropriate
- Managing budgets
- Recruiting, interviewing and hiring staff
- Analysing productivity data and optimising staffing and production capacity
- Using historical records to forecast future buying patterns
- Maintaining a working knowledge of their industry including challenges and opportunities in the sector
- Working closely with other heads of departments to improve efficiency
- Creating and delivering presentations
- Designing new processes to improve quality or increase productivity or profitability