

JOB POST	
Division:	Global Shared Business Services
Job Type:	Permanent
Job Status:	Full-time
Location:	Flexible – Office (Wallingford, Oxfordshire) and Home Working
Reporting to:	MD, Global Business Shared Services
<p><i>At Talking Talent, we are all about creating an inclusive working environment where people from all backgrounds can succeed. Diversity makes sense for us, for our clients and for our future. We value different perspectives, skills and experiences, and welcome applications from all sections of the community.</i></p>	

Head of Business Operations

The Company

Talking Talent is a leading, rapidly expanding, executive coaching consultancy that delivers bespoke solutions to blue chip clients in the UK / Europe, Asia and the United States. We specialise in developing and optimising female talent to create valued career progression and commercial benefit.

Our head office is in Oxfordshire in UK with the majority of clients based in London. Talking Talent also has an office in the USA and delivers work with clients across Europe and Asia. Our clients are mainly FTSE 250 organisations and include major law firms, financial services businesses, telecommunications, professional services, media, FMCG, etc. We are a dynamic, growing business looking to expand our team. See our website: www.talking-talent.com

Scope of the Role

The Head of Business Operations will fulfil a critical role within the business, providing operational and strategic input and support to the wider Talking Talent business to deliver excellent customer outcomes and drive efficiency and productivity. The Head of Operations will ensure that we continue to deliver sustained growth without compromising our exacting delivery standards.

The successful candidate will be a proven leader and business operator but will also have experience of managing change and implementing new solutions. With a demonstrable track record of driving operational excellence on a global basis, the successful applicant will drive best practice, process consistency, integration, continuous improvement and high levels of performance across the business. They will implement new processes that contribute toward the efficient operation and growth of the business.

As we continue to build our business globally, the Head of Business Operations will support our global ambition by creating consistency across our Operations offering and leveraging global suppliers to deliver a high level of service across time zones.

Commercial Management

- Lead day to day business operations and deliver on strategy and operational plans from the planning process against the strategic vision for the company.
- Management and delivery of Business Shared Services (Operations) budget
- Responsible for tracking ROI of Business Shared Service team initiatives to drive efficiency, productivity and cost savings and explain discrepancies
- Provide commercial insight to operational decisions made, evaluating costs vs output, presenting optimum solutions

Procurement and Supplier Management

- Lead the process of sourcing and developing strategic relationships with existing and new partners and suppliers which generates positive and valued added outcomes. Strategically managing the relationships, including (but not limited to) technology, telephony/mobiles, webinar providers, office space providers, CRM partner
- Identify and lead supplier consolidation / rationalisation projects for further cost optimisations
- Supplier management - monitoring service delivery, performance management and governance of/adherence to contractual obligations as well as identifying future savings opportunities and leading the timely and measurable audit of service delivery
- Supplier onboarding - qualification, RFI management, procurement, contracting, compliance

Legal & Compliance (including GDPR)

- Conduct basic legal review of commercial client and supplier contracts and flag areas of risk/concern and work with outsource legal provider where appropriate
- Provide advice and guidance to Talking Talent's Client Relationship team and Client Account Directors in line with legal, compliance and IT security requirements
- Consider the impact of new legislation that may impact Talking Talent's business operations
- Act as subject matter expert for data privacy requirements and legislation, provide active advice and support to the wider team on the impact of GDPR on working operations
- Proactively take responsibility to identify, assess, manage and report data privacy risk issues as part of the Company's wider risk management programme

Systems Administration and Continuous / Process Improvement

- Provide administration access and support to our internal teams in relation to our IT, CRM and Telephony solutions
- Act as subject matter expert on all things 'process' and have a thorough understanding of business operations and underlying processes and technology
- Driving continuous improvement through automation or simplification
- Assessing the use of technology in the business, share best practice on how to access info and limit duplication
- Reviewing our communication strategy in partnership with our marketing team to keep the business connected and updated

Bid and Project Management

- Develop a global bid management process and the supporting templates and documentation
- Take complete ownership of company-wide projects/ programmes /business change - business case, scope, cost, schedule, action cycles, risks, issues, decisions, interdependencies and milestones
- Responsible for the project management of new operational rollouts working with various teams to coordinate and drive implementation to successful delivery

Reporting and Policy Ownership

- Consolidate business requirements for MI Reporting globally
- Build a library of reports that are solution/action led - identify trends and improvement opportunities and lead to greater direction for internal teams
- Lead creation, identification, and insights of metrics to improve business performance and drive business actions.
- Create and deliver compelling, well-structured and accurate reports, documents
- Create policies where appropriate and get supplier buy-in to deliver

Person Specification

- At least 3-5 years' experience in a similar role
- Strong people management and communication skills
- Excellent knowledge of Microsoft office suite of services (advanced Excel knowledge), CRM experience an advantage, especially Salesforce
- Strong analytical skills and the ability to summarise data into MI
- Experience of GDPR, compliance and internal controls
- Experience of working in a client-centric business
- Hands on approach and solutions-based thinking
- Able to demonstrate experience of managing procurement processes
- Highly effective in building and maintaining customer and supplier relationships
- Demonstrates adaptability and flexibility to changing priorities, deadlines and demands
- Strong commercial and financial awareness
- Experience of project management / continuous improvement
- Working knowledge and experience with contracts and contract negotiations
- Demonstrated ability to work independently and remain motivated

Apply

Please send your CV and cover letter to careers@talking-talent.com