



# Example of Head Of Operations Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is growing rapidly and is searching for experienced candidates for the position of head of operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for head of operations

- Instilling a culture of organised planning, delivering outputs with proven commercial value and meeting deadlines required by the business
- Developing operational strategies that traverse both sportsbook and exchange channels
- Prioritisation of development work based on sound commercial analysis
- Ensuring that requirements of both Exchange Operations and Trading teams are captured in any developments
- Ensure adequate disaster recovery, security and business continuity plans & procedures are in place and regularly tested (from an operational perspective)
- Deliver best in class performance management structures and processes for the team
- Identify and implement changes that provide for greater efficiency through closer collaboration of trading and market operations teams
- Work within the Exchange Leadership team, sponsoring key work streams and contributing to the roll out of the exchange strategy
- Continuously identifying opportunities for improvement – improving design of delivery zones for better customer experience, optimizing flow of rider inbound enquiries, reviewing efficiency in fleet staffing, enhancing, communications with rider communities, ensuring watertight and rapid payment
- To ensure that operational commitments and goals for the category are met

## Qualifications for head of operations

- Clear understanding of capabilities needed for the Hub ability to attract, develop and retain competence based operations resources
- Strong problem solving, budget, analytical & decision making ability - able to make sound decision under pressure and commit to deadlines
- The ideal candidate will need bachelor or above on business/financial/Engineering related degree with 15+ years banking experience in MNC financial institute
- You will be familiar with commercial bank business, products, market practice, banking operations and processing, system/technology workflow
- Operate software packages such as MS Word, Excel and Power Point to compose and format correspondence, brief documents, presentations and reports
- Exceptional operations, business, and financial acumen