



# Example of Head, Operations Job Description

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Our innovative and growing company is looking for a head, operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for head, operations

- Understand the impact of change management protocols, assessing that processes meet identified needs, applying the skills to projects, processes and procedures to ensure that changes are embedded into the organisation effectively
- Manage a multi-disciplinary team applying a matrix operational model to ensure resources are applied appropriately
- Develop the Market Operations Leadership team as Exchange business experts
- Optimise operational efficiency of current processes within Market Operations team
- Drive operational implementation of seeding strategies, liquidity provisions and policies of the Exchange product working closely with Performance and Planning Team
- Ensure continued training and upskilling of staff, in particular new recruits to the Dublin based team
- Take responsibility for operational excellence across the team, including managing error counts, content management and seeding
- Understand the customer including their requirements and usage behaviours
- Build on the transition of the market operations team from a pure operations focus to continue to put the customer proposition at the heart of all decisions
- Build out the data driven decision making culture in Exchange Operations through the support of the Performance & Planning team and Risk & Trading

- Good leadership and motivation skills
- Strong analytical and observation skills
- Ability to travel domestically and internationally as business requires
- Knowledge of commercial print equipment and processes (preferred)
- Experience within Financial services domain knowledge including expertise at the intersection of risk, finance and customer domain
- 8+ years people management experience and at 4+ years 2nd level management experience with teams of 50+ people