



# Example of Operations Head Job Description

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Our innovative and growing company is looking to fill the role of operations head. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for operations head

- Provide leadership, direct and control the function including personnel, budgets and other resources taking appropriate action where necessary to correct variances
- Oversee the interpretation of external market developments, statutory regulations and internal requirements, defining and directing the development of policies and procedures to meet these needs and support the achievement of business unit objectives
- Lead the Operations team to be a high performing team with a client centric approach
- Actively develop and maintain relationships with a wide range of key customers, suppliers, colleagues and peers to obtain/ exchange information, identify best practices, ascertain customers' future requirements and where appropriate, respond to changes in the internal and external business environment
- Manage Inside Services Marketing team to drive high quality lead generation for each partner course/programme that has been selected
- Manage Inside Services Student Recruitment team to drive high quality student enrolments for each partner course/programme that has been selected
- Manage Inside Services Student Support team to drive high retention and progression rates of matriculated students through to graduation
- Ensure that all selected IT systems are operating in such a way as to drive



- Evaluate opportunities to utilize third party service providers in the provision of partnership services
- Manage relationships with key operational stakeholders at University Partners in order to achieve greater value in the services offered, increase relational equity, and troubleshoot service delivery challenges as they arise

### **Qualifications for operations head**

- Minimum 15 years of total progressive experience in financial institutions
- Mature leadership capability and values win-win/teamwork
- Bachelors degree in Business Administration, Marketing, or other relevant field
- Masters degree in Business Administration, Marketing, or other relevant field (preferable)
- Five or more years in Sr
- Previous work experience in leadership position in digital marketing field