



# Example of Operations Head Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of operations head. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for operations head

- Development of a consolidated and fully optimised operational team where excellence is the norm, ensuring the required levels of continuous training is in place
  - Own and deliver against the agreed budget and proactively identify continuous plans for reduction of operating costs
  - Deliver better than budgeted position on Service Credit penalties
  - Provide subject matter expertise to strategic initiatives, projects and product/service development
  - Lead and motivate the operational teams to deliver a working environment which inspires creativity of solutions and stretches the individuals to their full potential
  - Deliver the existing and new Digital Services with the centralised target model in mind
  - Champion the Clients services by resisting those changes which present unacceptable risk to the operation either by way of internal or external change
  - Ensure that all operational processes respect the required regulatory deliverables for all clients
  - Accountable for efficient support and maintenance of operational plant and IT
  - Accountable for the ongoing delivery of local operating efficiencies and margin improvement through standardisation of local services and processes
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- Strong ability to drive business with existing new customers
- Clear understanding of capabilities needed for the Region ability to attract, develop and retain competence based operations resources
- Responsible for Disaster Recovery plans and execution locally, including internal Major Incident facilitation
- Build and develop an effective local talent pool and ensure robust succession plans are in place
- Whilst the Centralisation strategy is still in its infancy, support the Head of Global Operations in aligning the NL operation to incubate any relevant first service candidates of the Centralised and/or off shored operating model
- You will be an effective leader with a track record of building high performing teams who operate by putting the client first as a matter of principle