



Example of Operations Head Job Description

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Our growing company is looking to fill the role of operations head. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for operations head

- Work with Finance to understand and document / report Cards true direct and indirect cost base
- Manage Cards Order Book and Retail Transformation project portfolio and lead development of Cards servicing and operations related projects
- Recruit, onboard, train, lead and develop an effective team through communication, performance management, development plans and reward/recognition practices
- Enhance Cards Operations governance, policies & procedures, and management reporting
- Key internal stakeholder
- Key external stakeholders
- Oversee and manage the VMI team (external 3rd party function) and stock management of UCA product, providing expertise and analysis to both retail and sales teams to ensure the right level of stock in the right locations at the right time
- Ensure optimal and efficient content partner stock holding at Cinram and instore, driving and delivering stock targets ensuring redundant stock is exited appropriately and profitably
- Working with Head of Product and Head of Retail, deliver and refine efficient product selection and allocation processes to deliver maximum efficiency
- Communicate persuasively with leadership to drive consensus

Qualifications for operations head

- You are a strong influencer, working effectively through others, and effectively managing upwards
- You are used to work in a rapidly changing environment requiring a flexible and 'can do' attitude at all times, even when there is unclear direction
- Highly resilient, flexible and accommodating under pressure, you will additionally provide peer support to the extended Senior Operations Management Team
- You are a strong all-rounder ideally CPA qualified
- Past experience should include auditing and industry experience