



OPERATIONS MANAGER

Are you an experienced Operations Manager looking for a new challenge? Do you want to work for a multi-award winning social tech company and make a positive impact on society?

Come and join MOMO, a growing business in the tech for social good sector. We have taken our app for young people and children's services from MVP to a sustainable business and we're continuing to grow. Now we need to increase capacity further and ensure MOMO continues to achieve social impact, meet customer expectations and expand its commercial base.

You will be looking to join a young ambitious company where you can use your initiative, develop your skills and be part of a high performing team.

Job Title: Operations Manager

Contract: Permanent

Based in: Flexible (UK only)

Hours: Full time

Salary: £45k

Key responsibilities

Oversee day to day management of MOMO's business operations

Hold operational responsibility for growth

Transform strategic plans into operational deliverables

Lead and inspire the MOMO team to build increased customer and end user success, maximising social impact and commercial opportunities

Tasks

This is a developing role and the tasks required to carry it out will evolve as MOMO develops and your skills grow. These are the core tasks you're likely to be performing:

- Provide high quality leadership that ensures business operations are optimised, efficient, responsive and fit for purpose.
- Maintain and lead a practice and culture of continuous improvement across the whole organisation.
- Ensure that agreed growth targets are met, income is maximised and resources are effectively managed.
- Ensure performance management and quality assurance systems are implemented effectively, tackling areas of poor performance and maintaining high service standards.
- Develop and manage relationships with key stakeholders including existing and potential customers.
- Take a commercial lead within MOMO and ensure delivery meets agreed business plan priorities and quality and growth KPIs.
- Gather market intelligence and identify opportunities to develop and expand the business.
- Provide the Board with accurate commercial reports including financial, risk, and sales analyses and forecasts.
- Project manage the delivery and improvement of MOMO's products and services.
- Lead on implementation of MOMO's Information Security Management Systems.
- Provide line management to MOMO's staff team.
- Facilitate good communication and effective teamwork throughout the organisation.
- The role is remote (home) based and will involve weekly travel across the UK, including London.

Required skills, attributes and experience

Essential	How this will be assessed
Ability to manage operations within time and resource constraints	Application & Interview
Outstanding written and verbal communication skills	Interview
Extensive commercial management experience	Application
Excellent financial management skills	Interview
Excellent business development skills	Application & Interview
Ability to form highly successful relationships with staff, customers and stakeholders	Application & Interview
Extensive line management and team development experience	Application/ Interview
Able to manage staff members remotely	Application & Interview
Ability to manage individual and team performance in a way that gets the best out of staff and resolves issues effectively	Application & Interview
Sharp, polished presentation skills with an engaging style	Interview
Able to write clear and engaging reports	Application
Able to travel across the UK, often with overnight stays	Interview
Able to work remotely (from home / UK wide)	Interview

Desirable	How this will be assessed
Education to degree level in the following subjects <ul style="list-style-type: none"> • business, management or marketing • computing, engineering or technology • finance 	Application
Experience of delivering services in software or social care environments	Application & Interview
A working knowledge of the public sector, esp social care services	Application & Interview
Knowledge or experience of Agile project management	Application & Interview
Excited by the challenge of working in a dynamic, quickly changing environment	Application & Interview
An interest in technology as a means of improving young people's lives	Application & Interview

Apply here

Please apply now with a two-page CV and 500-word statement, both in pdf form, explaining your desire and suitability for the role to:

recruitment@mindofmyown.org.uk

For a conversation about the role please call Joe Roberson, Business Director on 07834 364 205

Closing date

5pm, Sunday, November 20th 2016

We will be holding interviews in London on December 6th 2016