

Role	Role Holder	Reports to	Direct Reports
Operations Manager		Managing Director	Administrators, Paraplanners & YBS Team

Purpose of the role:

The role of the Operations Manager is to ensure the smooth running of the business, technology and its people

Deliverables

- Providing operational management highlighting any areas of additional support to the directors to ensure right levels of quality are achieved in the business
- Developing and maintaining internal relationships for good business flow meeting agreed targets with the ability to work under pressure to tight deadlines
- Ensuring any business conducted is done in a responsible and compliant manner, meeting all legislative requirements
- Managing the requirements of all weekly Management Information to the directors and delivery of the outputs
- Ensure adequate resources are in place to meet business aims and objectives as outlined in our business plan
- Managing reviews, training and development to ensure the potential of individuals is achieved with positive people management skills
- Having Line Management responsibility for the Administration & Paraplanning teams
- Managing the Yorkshire Building Society activities & Cashier team
- Overseeing business projects to improve current process and practices
- Ensure the technology is being operated in line with Park Hall agreed practices
- Involvement in our recruitment process when engaging with new candidates and inducting them into the business
- Organising IT equipment for new starters and being responsible for hardware within the office and resolving issues by liaising with our IT supplier (if required)
- Managing the client feedback process and following up on any actions as a result
- Supporting the Marketing Manager to promote the profile of the business within the profession and wider communities, including liaison with our marketing agency
- Responsible for current Fire Safety Law, along with Health & Safety legislation
- Adhere to FCA Tier 1 Conduct Rules
- Report any suspicious activity to the MLRO and avoid tipping off
- Report complaints and breaches promptly to compliance
- Report any gifts & hospitality given or received

The role holder may from time to time be required to undertake reasonable additional or other duties as are necessary to meet the needs of the business.

Critical Competencies (skills and abilities needed for the role)

- Have a sound operational understanding of an IFA working environment
- Previous experience of positive people management
- Knowledge of working with intelligent office desirable (if needed training will be provided)
- Computer literate working with good attention to detail and accuracy

- Self-motivation, logical thinking, continuous improvement and commitment to get things done
- Having the ability to take responsibility and ownership with excellent written and verbal communication
- Continuous professional development to meet regulatory requirements and personal development needs
- Be alert to client vulnerability and ensure appropriate action is taken when identified

Qualifications & Experience (Relevant for the role)

- Minimum of 3-5 years' experience of working within an IFA environment
- Positive people management experience
- Sound understanding of financial products and legislation

Core Values (that we live by in the business)

Focus on positive client outcomes under Consumer Duty

Our number 1 is making sure the needs of our clients are our priority
 We always look for ways of delivering a better service and outcomes for clients
 We work with clients to achieve new financial and lifestyle opportunities

Honesty and approachable always

Our review process provides clarity and confidence to our clients about our service commitment
 We are not looking to charge our clients the most but what is fair for the services being delivered
 We are not afraid to have honest conversations even when they may be challenging, as this makes sure all involved are clear and aligned
 When resolving issues, we work on our communication so that the feelings of others are always considered

Passionate about investing in knowledge

Our staff are actively encouraged to look at what training/development needs they have, and we build this into their review process
 Making sure we invest in our staff and our technology is important in getting the best outcomes
 Sharing of ideas and better ways of working are actively encouraged

Delivery counts but quality matters

We look to deliver the right outcome, not any outcome giving the client a positive experience of working with us
 If we are going to miss an agreed deadline, we will talk to the client to make sure they are always kept up to date

Help first – we are one team

We look out for and support one another in achieving the right outcomes for the business
 Ensure we ask for help and support each other when needed