

Operations Manager

Job Summary

An opportunity to be instrumental in the accelerated growth of April Strategy, leading the implementation of a three-year growth plan and overseeing the operational running of the firm.

About April Strategy

Founded in 2004, April Strategy is a boutique management consulting firm that specialises in sharpening strategy, proposition development, accelerating change and improving client capability. We operate globally, with a growing operation in the Middle East to complement our UK and European work. What sets April Strategy apart is our hands-on, collaborative way of working with one another and with clients.

We have doubled in size over the past three years and want to do it again over the coming three years. As we grow, we need to professionalise our operations and take a disciplined approach to managing growth and change. To date, these tasks have been handled by our consulting team, but we are now at a pivot point where dedicated expertise is required in the form of an Operations Manager.

We are a virtual firm, so the role is home-based. However, we do meet face-to-face at least one day a month, usually in London. This is a full-time role for an experienced and ambitious operations management professional.

Responsibilities and Duties

Core responsibilities of the position

- Co-ordinating and driving the delivery of our three-year growth plan. This plan has been developed by the entire April team and is now ready to be implemented. A key early task will be to schedule and prioritise the different elements into a deliverable action plan.
- Managing the essential operational and commercial processes of the firm, including performance reporting, key client account management, recruitment and development, commercial and accounting, contractual processing, business development pipeline management, IT, facilities.
- Providing solutions for the front-office team to perform as effectively as possible.
- Develop and manage budgets and resource allocation plans for the operations and commercial functions.
- Stay up-to-date on industry trends and best practices, and incorporate them into operational and commercial strategies and offerings.
- Manage risk and ensure business continuity by developing and implementing contingency plans.

Day-to-day activities of the position

- For the growth plan, working closely with the consulting team to provide connectivity, oversight, guidance and improvement suggestions. This will include monthly team meetings and quarterly steering meetings involving the Advisory Board.
- For everyday operations, designing and running regular meetings with team members to ensure core processes (e.g. business development) are running smoothly and effectively.

How the position fits into the organisation

The Operations Manager will report to one of the Managing Partners and be primarily accountable for the delivery of the three-year growth plan. We would expect the firm and the role to develop over 12-18 months, with scope to move to Operations Director.

Qualifications and Skills

- Previous experience in driving growth in a professional services firm (e.g. consulting, accountancy, law) from small-scale (under 15 people) to mid-sized (30+)
- Understanding of the range of business services support functions and how they operate in a professional services environment
- Understanding / experience of using data / digital tools as smart, efficient enabler of professional services firm operational processes
- Strong project management skills
- Commercially-focused
- Client-aware
- Ability to quickly build strong relationships with partners and consultants
- Flexible, tenacious, resilient and outcome-driven
- Ambitious for growth – of the firm and for self

KPIs

- 0% billable, 100% business cost
- Quality and timeliness of reporting
- Meeting commercial goals
- Meeting growth plan milestones

Salary and Benefits

£70k base salary plus discretionary bonus and profit share linked to three-year firm LTIP