

Senior Operations Manager

Permanent Role

Location : Brighton & Hove Office

**Competitive Salary plus bonus &
benefits**

Senior Operations Manager Based Brighton & Hove, United Kingdom

The Company:

An exciting opportunity has arisen for an experienced Senior Operations Manager to join The ZDL Group, one of the UK's leading and award-winning Cyber Security consultancies. This UK based role plays a vital part in our expanding team, and you will be a part of the critical management team that helps form our Business Plan and strategies every year.

The Senior Operations Manager will report directly to the Chief Operating Officer and assist in Quality Assurance, Project Management, Service Delivery, Policy Governance, and improving the efficiency of Operations on all levels primarily for our UK business.

We are also launching a new and exciting Service for Supplier Risk Management this year. This will need a keen project manager to drive the success and meet the deadlines.

You will be joining a group of highly skilled professionals in an established, respected Information Technology Cyber Security Consultancy with a loyal customer base. The ZDL Group is a vibrant and progressive company with an agile team who are passionate about what we do. We support an office culture that is one of dynamism, autonomy and strong teamwork in a relaxed but demanding environment. Our service delivery mantra is Consistency, Quality, On Time, Every Time and In Budget.

The successful candidate will be based in ZDL Group's Finance & Operations office in Brighton / Hove for this permanent full-time role. (This is not a Work from Home position / this is a fully Office Based role so commutable distance is acceptable). Competitive salary and benefits package are on offer to the successful candidate, this includes our EMI Share Option Scheme, Private Medical Insurance, Annual Bonus, Pension and more.

Your next right move:

Primary responsibilities will be assisting with day to day running of key aspects of the business such as organising, planning, and implementing strategy; overseeing deadlines and ensuring work is effectively prioritised. Scheduling of consultant's projects and managing an Operations Manager as well. You will be filling in for the COO during holiday periods.

This role would suit an enthusiastic professional who is self-sufficient, trustworthy and dependable. The successful candidate will have a keen eye for detail and the ability to work to deadlines whilst completing tasks accurately and efficiently. As an integral member of ZDL Group's management team, your voice will be heard as a team player striving to provide a best-in-class service for our clients and internal stakeholders.

For this role an extremely high proficiency in grammar and syntax is essential, along with efficient documentation review and quality assurance capabilities. You will be the gate keeper of quality when liaising with other departments such as Sales and Marketing as well as Finance.

Roles and Responsibilities (including but not limited to):

- Assisting in the Scheduling of projects / consultants for delivery
- Automating our out-of-date practises – too reliant on Excel tracking for example
- Overseeing the Quality Assurance of documentation. This would include reviewing Statements of Work alongside the COO and ensuring the Ops Manager is performing QA of all client reports before their encrypted delivery
- Ensuring timing and delivery deadlines are met on each client project by tracking the project through phases.
- Tracking recurring revenue projects and future days ordered
- Data Protection Officer duties – (with assistance)
- Ensuring all policies are current
- Reviewing all office leases for efficiency
- Responsible for completing supplier surveys for new clients
- Organising all RFP, RFQ, RFI engagements – assigning tasks effectively to get the job done on time
- Participating in Sales Meetings – supporting the Sales team fully with interesting and relevant information
- Statement of works analysis – a vital part of tracking sales performance via Operations
- Weekly reporting – assisting the Chief Operations Officer fully
- Improving efficiency – spotting any areas that need improvement in the business

Key skills:

- Proven experience as a Senior Operations Manager, or similar position
- 5 years' Operations experience – you can be new to managing a team as our team is just getting started
- Proven experience in reviewing documentation to an excellent standard – high standard of grammar is essential
- Prefer experience in Service based industry instead of Supply Chain management of product delivery – We are a people-based business / Consulting Services
- Proven experience in supporting a sales team: documentation, quality assurance and project planning
- Must have experience in working in a B2B environment – preferably in Technology
- Familiar with financial and customer service principles and practices
- Knowledge of data analysis procedures
- Excellent written and verbal communication skills
- Proficient user of MS Excel
- Ability to plan and prioritise effectively, well organised, and able to meet tight deadlines
- Interpersonal and communication skills
- Good commercial awareness, builds and manages effective relationships
- Logical problem-solving mentality

- Previous experience working for an IT Company would be an advantage
- Previous experience in working with a growing and dynamic fast-paced organisation is a plus

The successful candidate will need to provide suitable references and will be required to have background clearance checks, employment will be subject to the results of this screening as well as testing during the interview process for Quality Assurance skills.

If you are interested in applying for this exciting opportunity, in the first instance please provide your current CV and contact details to Nadia Parelo, HR Assistant Manager, at nadia.parelo@zdlgroup.com. For further information, please visit www.zdlgroup.com.

Benefits

- Competitive salary with annual reviews
- Performance-related bonuses
- Company pension scheme
- Private Medical Insurance – for the family
- Company Share Option scheme
- Length of Service is linked with increases in allocated holiday days
- Parking/Season ticket scheme
- Bonuses for employee referrals
- Structured learning and development plans which can include support for professional qualifications
- Entertainment and social activities
- Annual eye tests

About ZDL Group

At the forefront of IT Security Consulting, The ZDL Group's client base is diverse. Our blue-chip clients span across EMEA and come from all industry sectors from medium-size organisations to the FTSE100. Our holistic, 360° approach to IT Consulting Services and complementary security solutions are unparalleled and enable us to retain our clients by working as their strategic security partner, delivering far greater ROI.

We have two passions, Total Customer Satisfaction and Total Security Management; to deliver this, we employ only the very best people across all our locations in Brighton & Hove, London, Manchester, Edinburgh, Amsterdam, Dublin and the US.