

JOB POST	
Division:	Global Business Shared Services
Job Type:	Permanent
Job Status:	4/5 days a week
Location:	Flexible – Office (Wallingford, Oxfordshire) and Home Working
Reporting to:	MD, Global Business Shared Services
<p><i>At Talking Talent, we are all about creating an inclusive working environment where people from all backgrounds can succeed. Diversity makes sense for us, for our clients and for our future. We value different perspectives, skills and experiences, and welcome applications from all sections of the community.</i></p>	

## Business Operations Manager

### The Company

Talking Talent is a leading, rapidly expanding, executive coaching consultancy that delivers bespoke coaching solutions to blue chip clients in the UK / Europe, Asia and the United States. We specialise in developing and optimising female talent to create valued career progression and commercial benefit.

Our head office is in Oxfordshire in UK with the majority of clients based in London. Talking Talent also has an office in the USA and delivers work with clients across Europe and Asia. Our clients are mainly FTSE 250 organisations and include major law firms, financial services businesses, telecommunications, professional services, media, FMCG, etc. We are a dynamic, growing business looking to expand our team. See our website: [www.talking-talent.com](http://www.talking-talent.com)

### Scope of the Role

Our business relies on multiple core varied software applications which underpin our business operations namely **Microsoft Office 365 (including Teams), Salesforce, Zoom Communications, Acuity Scheduling and Qualtrics Feedback Solutions**. These mission critical applications need to be expertly administered, maintained, continuously evolved and supported in order to ensure business continuity and success.

As our Business Operations Manager, you will fulfil a critical role within our business, providing that operational and application support to our internal users and external customers as well as providing strategic technical input that drives efficiency and productivity for a fast paced global coaching business. The Business Operations Manager will ensure that we continue to deliver sustained growth without compromising our exacting delivery standards.

The successful candidate will be a proven business operator and a hands-on trouble-shooter, use to resolving day to day issues but with a strong technical aptitude and the ability to learn new skills quickly as well as research for solutions independently. With experience of managing change, integration and implementing new tech solutions and continuous improvement strategies, they will promote best practice with the use of our systems both internally and externally and communicate that out effectively and professionally.

Talking Talent is a global business, headquartered in the UK so this role will need to support our global ambition by creating consistency across our Operations offering and leveraging global suppliers to deliver a high level of service across time zones. However, the primary focus of the role will be to support the business with end user application queries, working closely with our IT support company for more complex repairs and strategic planning as well as increasing lifetime customer value through proactive support and involvement of our current supporting technologies.

### ***Systems Application Administration***

- Act as a helpdesk for our internal team and customers with respect to our Microsoft Office applications and coaching delivery platforms
- Provide administration access and support in relation to our IT, CRM and Telephony solutions
- Manage our internal Installation and configuration of laptop systems and manage the up to date audit of our kit
- Act as subject matter expert on all things 'process' and have a thorough understanding of business operations and underlying processes and technology
- Assess the use of technology in the business, share best practice on how to access info and limit duplication
- Refer more-complex repairs, core network or hardware issues to our external IT support team
- Assist with telephone patching and common telephone system maintenance tasks

### ***Commercial Business Management***

- Lead day to day business operations and deliver on strategy and operational plans from the planning process against the strategic vision for the company
- Feed into the management and delivery of our Business Shared Services (Operations) budget
- Responsible for tracking ROI of the Business Shared Service team initiatives to drive efficiency, productivity and cost savings and explain discrepancies
- Provide commercial insight to operational decisions made, evaluating costs vs output, presenting optimum solutions

### ***Procurement and Vendor/Supplier Management***

- Manage our core third party relationships with existing and new suppliers which generates positive and valued added outcomes (such as our technology, telephony/mobiles, webinar, office space providers and CRM partner)
- Identify and lead supplier consolidation / rationalisation projects for further cost optimisations
- Supplier management - Monitor and audit the service delivery, performance and governance of/adherence to contractual obligations as well as identify future savings opportunities
- Supplier onboarding – lead the process of sourcing and developing new and existing strategic relationships with suppliers - qualification, RFI management, procurement and contracting

### ***Programme Management and Continuous Improvement***

- The continuous improvement and efficiencies of our system is critical. Take complete ownership of company-wide projects – managing set up (key objectives, business case, scope, schedule, action cycles, risks, issues, decisions, interdependencies and milestones) with suppliers/partners through to testing, feedback rollout and sign off
- Responsible for the project management of new operational rollouts working with various teams to coordinate and drive implementation to successful delivery
- Drive continuous improvement with automation or simplification in mind

### ***Reporting and Policy Ownership***

- Keep up to date with IT related certifications & annual review of vendor/suppliers' credentials
- Maintain and build on our library of policies and processes that are solution/action led - identify trends and improvement opportunities and lead to greater direction for internal teams
- Complete procurement/Infosec led IT Risk Assessments and build up library of credentials to enable teams globally to respond
- Create policies where appropriate and get supplier buy-in to deliver

## Person Specification

- Ideally at least 3 years' experience in similar role/working in IT support/Helpdesk environment
- Strong administrative knowledge of Windows 10 and Microsoft Office 365 including domain setup and group policy management
- Broad technical expertise in supporting software application but ideally expertise in supporting individuals within our core technical solutions (CRM/Salesforce, Microsoft 365 (Outlook/SharePoint), Zoom) preferred
- Knowledge of how web systems are hosted (IT Infrastructure, Cloud)
- Knowledge of integration technologies, data structures (CSV, API's etc)
- Enthusiastic, communicative and inquisitive individual
- Good verbal and written communication skills
- Motivated by finding solutions to technical problems and supporting users
- A good memory of how software and operating systems work
- Happy to work in a fast-paced agile environment and 100% hands on
- Superb organisational skills with the ability to change priorities, deadlines and demands
- A team player who is both self-motivating and able drive other people forwards.
- Strong desire to learn and develop new skills
- Able to demonstrate experience of managing procurement processes
- Highly effective in building and maintaining customer and supplier relationships
- Experience of project management / continuous improvement

## Apply

Please send your CV and cover letter to [careers@talking-talent.com](mailto:careers@talking-talent.com)