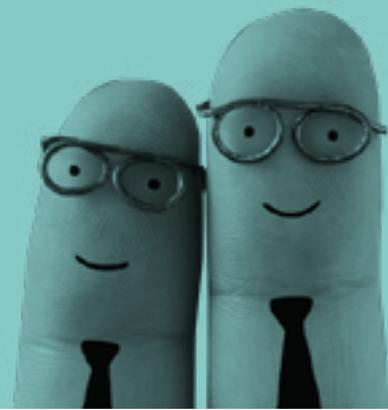


Operations Manager

(Interim/Fixed term 9-12months)

Salary available on request



Fancy working in an award-winning agency where you're trusted to crack on with what you're brilliant at?

Imagine working in a team where your individuality is celebrated, your efforts are recognised by everyone, and you feel you're making a real difference every day. A place where you're positively encouraged and supported to learn and grow. An environment that inspires you to take ownership (because everyone trusts you to do your job brilliantly). And a place that puts fulfilment, happiness and wellbeing at the top of its priority list.

You don't need to imagine. This is life at H&H.

We're a fast-growing, ambitious and energetic employee communication and engagement agency. Our reach extends across the globe and we partner with some of the world's biggest brands.

Awarded the UK's Best Agency title an unprecedented nine times, and with stacks of Best Programme awards, our approach is both strategically sound and super creative. With many high-profile clients and masses of opportunities on the horizon, we're looking for a super-organised Interim Operations Manager to join our team

The role

In this business-critical role, you'll be responsible for making sure we have the right resources, talent and capacity to keep our agency running all tickety-boo. Your analysis of data, processes and performance will mean we can keep delivering the showstopping programmes our clients love – without compromising on the high standards we set ourselves, or leaving any of us feeling overwhelmed or burnt out. And your ability to bring our strategy and goals to life will help everyone across the agency understand how we're doing and where we need to focus to achieve our ambitions.





Does the following sound like you?

To succeed in this role you'll already have an impressive track record of managing resources and/or processes. More specifically, you'll be used to:

- Handling and analysing data and turning it into a vivid picture that helps others understand the people, and the impact, behind the numbers
- Using spreadsheets on a daily basis
- Resource planning, including guiding and training others about how they can help keep an organisation running like a well-oiled machine
- Managing associates or freelancers to make sure businesses can flex resources up and down when needed
- Having your finger on the pulse of profitability, productivity and efficiency and finding innovative ways to improve these
- Identifying barriers to efficiency and delivery – and coming up with brilliant ways to overcome them
- Creating and managing team updates that inspire and motivate others to succeed
- Collating and organising strategic output and transforming it into meaningful plans
- Presenting data and processes in a way that gets people as excited about them as you are
- Driving long-term business planning processes
- Knowing instinctively when something is working and when it isn't (and taking ownership to do something about it)
- Working at an exceptionally fast pace (we mean proper fast!)

So are you ready for a new adventure? Can you demonstrate most or all of the above? Then get in touch. If it works out and we're a great fit, then we'll find a package that works for you. This will include benefits such as private healthcare, wellbeing sessions, flexible working, contributory pension, ongoing personal development, early finish on a Friday, and profit share.

We're totally flexible on where you're based but if you do pine for an office environment in the post-COVID world, we've got a magnificent grand 18th-Century hall with peacocks on the lawns, and a whisper of Darcy emerging from the centuries-old trees for you.

What to do now?

Two things:

1. Send us a little video clip (just a minute or so) introducing yourself. You might want to tell us what makes you, you, and why you think you're the person we're looking for.
2. Shine up your CV and send it along with your video clip to our Jess at talktous@handhcomms.co.uk

This could be the best decision you make all year!

Phew. If you've made it this far then it's looking really good. So, if the following also sounds like you, then we really need to talk:

- You're a natural problem solver
- Your business intelligence is second to none and you've a fantastic knack of inspiring others to develop a commercial mindset
- You're not just a pro at handling data and data audits – you actually enjoy it!
- 'Meticulously organised' is your middle name (or it could be)
- You're at ease engaging with people across all levels, from directors to apprentices
- Your warm personality means you connect with others quickly and easily
- You're naturally agile and completely at ease with super-squeaky deadlines
- You're superbly versatile, flexing easily from project to project
- You're continually curious and always on the lookout for ways to improve efficiency and make things, well, better
- You're a brilliant collaborator – and also comfortable working solo
- You take responsibility for your own happiness