

Operations Director

Job Specification



About the role:

The role of Operations Director is key to ensuring delivery of a positive customer experience and that tech services delivers a start to end process smoothly and efficiently.

As a high calibre technical operations professional with exceptional leadership ability, this role provides the opportunity to influence the strategy and future of a fast-growing and dynamic business and to ensure the business executes effectively on this strategy.

As the Operations Director, you'll be responsible for supporting the ongoing development, implementation and operational procedures for all aspects of customer professional services delivery. Specifically, you'll define, develop, mentor and manage the Technical Services and Projects teams to ensure efficient and effective service delivery. This will also provide customers with positive and consistent experience for all aspects including planning, onboarding and project management and ongoing service delivery.

You will also be passionate about business processes and systems to ensure service delivery is efficient, organised and effective. Service provisioning will also be organised and augmented to provide for efficient and scalable growth.

The Operations Director will report to the CEO. Critical to the success of this role is the relationship with your peers, including the CFO, CPO and Sales Director.

The role will demand high visibility and close working relationships, at the highest level, with all key Technical Clients / Contracts Customers. This will include involvement in QBR and Client Meetings. Renewals of large Technical Support Contracts will be covered in this capacity as the most senior 'face' of Academia Services Delivery.

Involvement in "pre-sales" capacity may be required but as a lower priority. The pre-sales role would typically be the responsibility of the Tech Consultant, Head of Technical Services and Head of Technical Solutions.

Key aspects of the role:

- Providing scalable service delivery with consistent and positive customer experience
- Constant improvement of business processes and best practice in relation the provision of professional services
- P&L ownership – manages the P&L to optimise profitability and customer experience
- Ensure that company priorities and requirements are delivered to reflect – both within and outside the organisation – professional and outstanding services in support of the company's reputation within the industry.
- Responsible for the management and positive development of a range of strategic and operational relationships external to the company.

- To provide professional leadership to all technical operational staff at all levels throughout the company.
- To raise the profile and reputation of the company by working closely with both suppliers and customers.
- To establish and monitor clear performance targets for the wider Technical Operational Team which will significantly improve operational performance.
- To ensure that the performance of the Technical Operational Team is efficient, effective, and delivered within budget and agreed time frames.

Why Academia?

Academia are a rapidly growing Technology company with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ over 170 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £100m. Our growing customer base means we have now worked with every single university in the UK. Furthermore, as Ranked #1 supplier on many national frameworks, we are growing our provision more so to strengthen our position as a leading educational supplier.

Within the Academia Technology Group, we also have Charterhouse Muller (our recycling and repurposing company) as well as a new acquisition of Vital York (an MSP in York). We were acquired by Strive Capital in September of 2020, who have provided further support and financial strength to the company.

Benefits

- Gym membership contribution
- Health Cash Plan
- Increased annual leave with length of service
- Free annual leave on your birthday
- Length of service bonus
- Flexible working hours
- Hybrid working
- Free Will Writing service
- Borrow my doggie membership
- Life Insurance
- And much more