

---

## Job Profile – touch associates Limited

**Title:** Operations Manager

**Reporting to:** Associate Director

**Job purpose:**

To oversee the successful execution of all project & event delivery and manage a dedicated operations team. Ensure implementation of best practices and procedures within the operations structure. To work with the leadership team to support cohesiveness and motivation and foster a pro-active coaching environment within the operations team. To lead the team in development and training.

**At touch associates, we believe that....**

- ✓ Loving what you do is infectious
- ✓ Events & Communications need to be engaging. Only then will they deliver results
- ✓ We learn every day, inspired by your world, the Events & Communications industry and the ever-fascinating interactions with human behaviour
- ✓ There is always something to share

**Key responsibilities and accountabilities:**

**Client Management**

- Support the Client team in the implementation of all Client Relationship Strategies
- Support the Client team in the preparation of RFP & Proposals as required
- Attend Client pitch / presentation as required
- Attend Client meetings, calls and reviews on a regular basis or as required
- Communicate changes to Client structure as and when relevant

**Project / Event Operational Delivery Management**

- Planning and development of all project / event activities in partnership with Client Services Leads & Board Directors as appropriate
- Management of the operational teams and Client projects ensuring engagement, where possible, of all service areas within touch
- Ensure all Client specific SLA's and process requirements are included in the management of the project where required
- Work with Leadership Team to enhance and revise operations policies and procedures and update and revise Operational procedures to ensure the ongoing successful delivery of all projects / events
- Manage and implement Client and touch (all service areas) project objectives, ensuring initial team briefings take place and ongoing project meetings are implemented as and when required to ensure profitable and successful delivery of all events within agreed timeframes
- Review the team briefing and debrief meetings and ensure implementation of 'learning/best practice' for delivery across all operational teams
- Evaluate each program for effective scope management
- Engage in project management duties for high profile events or where senior leadership experience is required

- 
- Manage, update and train team in the completion of operational touch process within the PROJECT LAB 360 to ensure projects are delivered efficiently
  - Manage, update and train team in the completion of the Project Management Tool (COSMOS) to reflect project timelines
  - Ensure delivery of events are on time, within budget and meet expectations
  - Set, communicate and maintain timelines and priorities on every project
  - Manage supplier relationships
  - Review and agree supplier contracts and addendums

#### **Client Governance**

- Liaison with Governance Team to ensure all process documents are up to date and accurate
- Ensure compliance with client and company SLA's
- Ensure compliance with all client and company privacy and security protocols
- Ensure compliance with GDPR (General Data Protection Regulations) 2018 Regulations

#### **Budget Reconciliation & Finance Management**

- Review and give final sign off to all client budgets ensuring:
  - Client SLA's are taken into account
  - Profit maximization
  - Accurate charging of costs (Supplier & Expenses) to the budget
- Review, analysis and update Job Log monthly (or as required) to ensure all information current and accurate with service costs allocated appropriately
- Review and ensure currency exchange is managed in line with financial updates and checked regularly
- Ensure prompt reconciliation post event (maximum 30 working days or client specific)
- Manage and submit personal expenses and credit card reconciliations within timeframes specified
- Manage and approve team expenses and credit card reconciliations within timeframes specified

#### **Resource Management**

- Working with Associate Director in the management of freelance budget & resource allocation across event operational teams

#### **People Management**

- Working with the Group Talent Lead, monitor development plans for all team members taking into account:
  - Current Skills Analysis
  - Training Needs Analysis
  - Individual's Needs & Desires
  - Development Planning Strategies
- Develop, mentor and coach all direct reports ensuring periodic meetings to discuss progress and review development plans
- Provide consistent leadership, motivation and direction to all team members
- Ensure all Operations teams are consistently sharing best practice and delivering to touch standards at all times
- Prepare monthly Client project analysis to ensure team & recruitment costs are assessed against client budget
- Participate in the interviewing and selection of new team members once approved by Board Director

#### **HubPlanner**

- Input and management of resource allocation to job
- Input and management of team holidays
- Input of personal timesheet activity on a weekly basis

- Approval of team timesheet activity on a weekly basis

#### **The Big Intimacy**

- Ensure touch culture is consistent and behaviours reinforced ongoing throughout the teams
- Ensure personal conduct is consistent with touch values and live those values everyday:
  - Fun
  - Adventurous
  - Creative
  - Trusted
  - Courageous
  - Loyal

#### **General**

- Work collaboratively with Board, Peers and all teams to ensure effective delivery of all client projects
- Attend company training days as and when required
- Attend company meetings as and when required

Enjoy what you do and never be afraid to go the extra mile to exceed the client expectations adding wherever possible a little **touch** of sparkle