

Job Profile

Title: Operations Lead

Reporting to: Director, Event Management

MEET TOUCH

Ultimately, at Touch, we are all are moment makers...

Operating as a full-service creative events agency since 2010, we deliver unparalleled experiences for world-leading brands, corporations and life science companies from our offices in both the UK and US.

Our culture The Big Intimacy is what drives us as individuals.

“The more we understand, the better we connect. The better we connect, the more powerful the relationship.”

With a genuine passion for creating bespoke, innovative and impactful connections, paired with our expert understanding of complex industry governance, we bring events to life with unforgettable power.

And, it's The Touch Equation which powers us...

(WISDOM X IDEAS) + EXECUTION

The alchemy of creating truly unforgettable experiences lies in the perfect blend of creativity and wisdom, ignited by flawless execution.

When we infuse our imaginative ideas with invaluable insights and push the boundaries of what's possible, the result is nothing short of magic.

So we dream big, push the limits and never settle for anything less than the extraordinary. Because when we bring together creativity, wisdom and execution in perfect harmony, the possibilities are endless.

Job purpose:

To oversee the successful execution of all project and event delivery and manage designated operations team. Ensure implementation of best practices and procedures within the operations structure, guaranteeing we deliver operational excellence in everything we do. To work with the leadership team to support cohesiveness, motivation and foster a proactive coaching environment within the operations team. To lead the team in development and training.

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 and 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
- Prepare appropriate statistical information and reports
- Report on key agreed SLAs/ KPIs and ability to suggest recommendations/ solutions if these are not met to minimise financial impact to Touch
- Attend f2f meetings with clients
- Accurately note and follow up on actions from meetings, ensuring that relevant employees and other individuals are made aware of client decisions and that those required to action these decisions are informed in good time and that the progress of actions is monitored



Operational Delivery Management

- Working with Director, Event Management in the management of freelance budget and resource allocation across the Event Management Group
- Utilise our freelance database to resource relevant events where FTE resources cannot be utilised
- Support Director, Event Management with variable resource costs and utilisation
- Management of workload and delivery of assigned team members
- Planning and development of all project/ event activities in partnership with client services leads and 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 SLAs and process requirements are included in the management of the project where required
- Work with the Executive Leadership Team to enhance and revise operations policies, procedures to update and revise, 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 programme for effective scope management
- Manage, update and train the team in the completion of operational Touch process within the PROJECT LAB 360 to ensure projects are delivered efficiently and within appropriate timelines
- Ensure events are delivered 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
- Proactively organise lunch and learns/ training when new processes are received/ refresher training is required
- Attend onsite events where applicable to ensure we are delivering to the highest standards
- Ensure Cvent knowledge is maintained from a personal perspective and for all team members

Client Governance

- Strategic PROJECT LAB 360 development across accounts
- Actively update and roll out to teams
- Ensure teams are regularly reminded of timelines/ deadlines and are adhering to SLAs
- Ensure client process documents are updated and accurate
- Ensure client processes work in tandem with agreed standard Touch processes
- Ensure compliance with client and company SLAs, company privacy and security protocols
- Ensure all process documents are up to date and accurate
- Ensure compliance with GDPR (General Data Protection Regulations)

Budget Reconciliation & Finance Management

- Review and give final sign off to all client budgets ensuring:
 - Client SLAs are taken into account
 - Profit maximisation
 - Accurate charging of costs (supplier and expenses) to the budget
- Review, analyse and update Job Log monthly (or as required) to ensure all information is 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
- Track post-event financial statistics at event closure
- Work closely with transparency/ finance team to ensure SLAs are met



People Management

- Management of direct report holidays
- Input of timesheet activity on a weekly basis
- Develop, mentor and coach all direct reports ensuring periodic meetings to discuss progress and review development plans
- Working with the Associate Director, Talent Management, monitor development plans for all team members considering:
 - Current skills analysis
 - Training needs analysis
 - Individual's needs and desires
 - Development planning strategies
- 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 and recruitment costs are assessed against client budget
- Participate in the interviewing and selection of new team members once approved by board director

Clockify (Touch timesheet system)

- 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

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

The Big Intimacy

Every day at Touch, Be:



Enjoy what you do, never be afraid to positively challenge and go the extra mile to exceed client expectations, adding wherever possible a little touch of magenta magic!