

## **Director of People and Operations job description**

We're looking for a Director of People and Operations who thrives on being hands-on and enjoys making things happen every day.

If you want to sit in an office, send lots of emails and have 1-2-1's, then this isn't the job for you.

This job is all about ultimately being accountable for the business operations, ensuring it runs efficiently. You might call yourself an Operations Manager or a People Manager, regardless, you will be tenacious with a can-do attitude.

In practice this means, you will be capable of resolving the most tricky problems without flapping, whilst also being able to turn your hand to the most basic of tasks, all to ensure we get stuff done, on time and most importantly to our high standards.

We pride ourselves on delivering a high standard of work both as a team and for our customers, and we need to deliver on these promises' day in day out.

Whether you are liaising with a Head of Procurement wanting a price change, a supplier with delivery issues or a new Apprentice just starting out, you will be straight talking and great with people, working across the business at all levels to ensure profitable growth.

We recognise and reward contributions, offering a great environment for progression to those who want it:

### **Responsibilities include:**

- Accountability for driving the successful growth of Greenfingers through the execution of team operations.
- Supporting the MD in ensuring the smooth running of the business across all elements of operations.
- Owning our end to end HR process, ensuring we're set up for success as we continue to grow.
- Working jointly with other team members, improving business processes within our company.
- Strengthening client relationships ensuring successful continuance of business operations.
- Ensuring all operations are carried out in an appropriate cost-effective way.
- Sourcing, guiding, and managing external service providers.

### **Experience:**

- Proven self-starter, a leader who consistently delivers.
- Comfortable working across different disciplines.
- Experience working in a fast-paced organisation, delivering the operations function of 50+ employees.
- Ability to communicate at all levels in the company and support business development and change.
- Experience producing and interpreting spreadsheets and aligning them with the company strategies.

This is a pivotal role in the continuing success of Greenfingers and one, that will provide an opportunity for continued growth. For details of salary expectation and to apply send your CV to Lisa Higginbottom, [lisa@greenfingers-group.co.uk](mailto:lisa@greenfingers-group.co.uk).