

Senior Operations Manager

Job Description

Reports to:	Head of Operations
Responsibility for others:	Responsibility for Administrators, Senior Administrators across multiple operational teams
Department:	Fusion Operations
Location:	Horsham, Broadlands
Hours:	Monday to Friday 9am – 5:30pm with 1 hour for lunch
Any special requirements:	Some need to travel to clients across the UK (hours, travel)
Grading:	5

Overall purpose of the Job

Responsible for leading the required Operational teams and advising on escalations and complex technical matters. Jointly accountable for the day to day running of operational teams with the Head of Operations. Accountable for the function and procedures where errors may involve financial losses or impact the business, including possible loss of customer accounts as such this is a Certified role under SM&CR.

Key Activities

- Accountability for the performance of Operations and ensuring procedures are compliant, efficient, detailed and up to date
- Jointly accountable and responsible for the daily running of Fusion Operations
- Manage operational and regulatory projects from requirement gathering through to completion
- Constantly seeks to improve operational processes by reviewing and championing the automation of tasks to produce efficiencies. Detailed understanding of multiple processes across operational teams
- Lead regular team meetings to ensure the team are engaged and aware of their responsibilities
- Active participation and contribution in weekly management meetings
- Collaborate with teams across the wider Fusion business and Benchmark teams
- Review and authorise standard operational tasks within the team
- Raising of risk events and actively identifying actions to mitigate future risk
- Present accurate Operational MI, Treating Customers Fairly MI, and SLA's against business objectives.
- Team Management: setting personal objectives, provide career development and managing monthly documented one to ones

Required Skills/Experience

- 5 GCSE's including Maths and English language
- 2 A Levels or equivalent
- IMC, studying towards ACII / bachelor's degree
- CISI Certification in Investment Administration
- Minimum of 5 years of investment platform experience at manager/team leader level

- Minimum of Grade 4 Fusion Management
- Accurate with excellent attention to detail
- Ability to work as part of a team and autonomously
- Excellent communication skills both written and oral
- Outstanding numeracy and literacy skills
- Confident user of Microsoft Word and Microsoft Excel
- Financial Services industry experience
- Sound understanding of the Financial Conduct Authority and regulation relating to platform services

Desirable Skills/Experience

- Experience in project management

Personal Characteristics

- Self-starter, willing to learn and embrace change
- Positive attitude
- Excellent time management and ability to prioritise work
- Ability to motivate others
- Work collaboratively
- Accountability
- Operates in a highly organised and structured manner in a challenging, fast paced environment

Grading:

Grade	Competency Level	Experience/What success looks like
5	Competent	<ul style="list-style-type: none"> • Sign off authority for all operational tasks • Responsible for all aspects of management information department wide • Responsible for producing operational dashboard • Responsible for line management of team • Team member one-to-ones and development plans • Responsible for department projects; forecasting resourcing and planning work in advance • Responsible for team specific Management Information • Responsible for ad hoc operational projects • Represent Fusion Wealth on group wide projects • Responsible for training new starters • Able to train new clients, responsible for conducting team member one-to-ones • Skills and aptitudes are required such as will provide an understanding of complex principles and practices that contribute significantly to the work of the department
5+	Competent +	<ul style="list-style-type: none"> • Actively looks for ways to improve processes, work quality, work environment, and customer outcomes • Champions the customers view of Fusion Wealth • Leads the team and department, drives forward with change, recognises achievement and inspires others to follow • Delegates for the Head of during absences • Understands budget and manages to this • Jointly responsible for the day to day running operations • Managing operational wide projects • Represents Fusion at industry conferences/events • Skills and aptitudes are required such as will provide a deep understanding of complex principles and practices mainly applicable across a department