

DAC Planning

Job Description

Job Title:

Operations Manager

Job Overview:

DAC Planning is a professional planning consultancy providing strategic advice and targeted support to local authorities, local communities and public sector bodies nationally. Combining our experience in local government with our expertise in consultancy, we understand how planning works in practice.

The Operations Manager is responsible for the day-to-day running of the business. This role combines support for operational, financial and commercial management, in addition to business development, marketing, and improving efficiency through systems/process improvement. The Operations Manager ensures that DAC Planning operates efficiently, consistently and professionally, supporting the team to deliver our business plan and long-term objectives.

The postholder must be capable, helpful, willing, and committed to continuous improvement across all areas of the business.

Key Responsibilities:

General Skills and Experience

- Proven experience in operations, business management, or a similar senior administrative role.
- Strong commercial and financial acumen, including experience of cashflow management, invoicing, budget monitoring and financial reporting.
- Excellent organisational and multitasking abilities, with the ability to oversee multiple operational functions.
- Strong written and verbal communication skills.
- High proficiency in office software and operational systems, with the ability to learn and optimise new systems quickly.
- Ability to handle sensitive information with discretion and confidentiality.
- Strong interpersonal skills to build and maintain productive relationships with staff, clients and partners.
- Proactive, solution-oriented and flexible, with a willingness to adapt to changing needs and take ownership of tasks.
- High personal standards of behaviour including integrity, probity, professionalism and client care.
- Work well under pressure and possess a positive and flexible approach.

Operational Management

- Ensure the effective day-to-day running of the business to deliver efficient, consistent operations.
- Maintain and improve internal systems, processes and workflows, ensuring consistency across the team.
- Lead on Productive (project management/timesheets) use across the company:
 - Ensure effective timesheet completion and diary management.
 - Produce regular reports to support financial planning and business development.

DAC Planning

- Work with the team to maximise use and value of the system.
- Oversee IT systems, hardware, software subscriptions, web hosting and file management.
- Coordinate company meetings, including scheduling, preparing agendas and writing minutes.
- Provide PA and operational support to the Managing Director as needed.

Financial and Commercial Management

- Support cashflow management and financial planning.
- Oversee invoicing, ensure accuracy, and monitor payment status.
- Liaise with accountants on bookkeeping, payroll, VAT returns, corporation tax and pensions.
- Coordinate expenses and salary payments.
- Ensure timely renewal of insurance policies and completion of finance forms for new contracts.
- Contribute to financial reporting and budgeting discussions.

Business Development

- Support the development, monitoring and delivery of the business plan and objectives.
- Help move forward business development projects, supporting the team to progress opportunities.
- Contribute to the development of new service offerings and client relationships.
- Support tender and proposal management, including coordination of CVs and company information.
- Oversee the CPD Seminar Programme and client surveys.

Marketing

- Lead delivery of the marketing strategy and support development of new marketing initiatives.
- Oversee website content, design updates and digital presence.
- Manage company branding, templates and marketing collateral.
- Coordinate newsletters, social media posts (including LinkedIn) and blog schedules.
- Ensure GDPR-compliant management of contact lists and client communications.
- Lead the preparation and submission of award entries.

HR and Team Support

- Assist with recruitment processes and onboarding.
- Support implementation and review of staff benefits, policies and GDPR compliance.
- Support delivery and monitoring of annual review processes for staff.
- Liaise with HR on employment contracts, staffing issues, pay reviews and training needs.
- Coordinate the annual employee satisfaction survey.
- Help manage the company's Learning Management System and training administration.

Please note that this list is not exhaustive, and additional duties may be assigned as needed to meet the goals of the planning consultancy. Flexibility and a willingness to adapt to new tasks are essential components of this role.