



Operations Manager

Mallorca & Ibiza

Full Time /Flexible Working

Our operations manager understands and is excited by how important this role is across the business. For us to offer a first class service, both online and in person, it is essential that our operations run smoothly behind the scenes. You have a direct impact on our key value of the team living a life they love. Your work helps our customer-facing team members keep their heads up, hearts open and minds clear as they are held by solid structured systems and processes.

The right person for this role, would most likely fit the following characteristics:

A Organisation Enthusiast: colour-coded spreadsheets and perfectly labelled folders are right up your street. We are looking for the ‘Marie Kondo’ of business operations.

A Systems Wizard: you find joy in discovering tools that turn work into a breeze, be it Asana, Monday.com or Trello. Making our work life efficient is your superpower, and you wear that tech cape proudly.

A Multitasking Maestro: We need someone who can juggle tasks like a pro! It’s like you have invisible hands, effortlessly managing various projects, deadlines, and teams. Chaos? Nah, not in your vocabulary.

A Troubleshooting Guru: When the going gets tough, you’re the Sherlock Holmes of problem-solving. Whether it’s a software glitch or an organisational hiccup, you love to find a solution and share it with the team.

A Project Prodigy: you thrive in the world of deadlines, Gantt charts, and to-do lists. You’re the kind of person who can turn chaos into coordinated brilliance. Your project management skills are the secret sauce that keeps the business purring along.

A People Person with a Dash of Tech Savviness: You’ve got that magical combo of being a team player and tech whiz. You can speak ”geek” with the IT folks and have a heart-to-heart chat with the creative minds, ensuring everyone’s heard and happy.





Overview of the role

The operations manager currently sits below the Head of Operations in our Organisation Chart, and also manages the Office Manager role.

The operations manager is ultimately responsible for the key operations of the business (“the engine room”), as well as providing ad-hoc support for important projects across the business. They have a solid understanding of where the business is heading, are familiar with the different departmental functions and therefore are in a strong position to provide support wherever it is most needed at any given time. They make sure the systems are not only the right systems, but that they work together efficiently and that the team is appropriately trained to use them effectively. If any of the departments need assistance with a piece of work, they can go to the Ops team where that request will be prioritised amongst other needs of the business.

See below for a more detailed list of the areas in which this role is responsible for.





Key Responsibilities

Systems, Software, Tools & Data

- Manages and maintains our systems, tools & software to ensure they are working as efficiently as possible - including Trainual, Asana, Airtable, Gmail, Holiday Tracker, Google Drive, Ringover, CRM and more
- Provides initial training to team members, as well as top up training to ensure individuals are able to use systems effectively.
- Researches, attends webinars to keep us in the loop of new features within systems that could enhance the operations
- Oversees the collection of our data ensuring that it's as accurate and complete as possible
- Oversees the maintenance and organisation of important company documents; car tax, servicing & insurance, office & equipment insurance.

Trainual: “Charles Marlow Way” - Policies & Processes

- Maintaining all the CM policies within Trainual, and ensuring these remain up to date as the business grows and develops e.g. annual leave, expense claims etc. etc.
- Maintaining the Company section of Trainual, ensuring it is complete and up to date.
- Maintaining the Org Chart section of Trainual, where each team member has a clear role documented
- Supporting department heads to ensure the processes section of Trainual is complete and up to date. Either supporting with the writing up of processes, or providing the best practice framework for them to do it themselves.

People, On-Boarding, Induction & Recruitment

- Oversees the CM On-Boarding & Induction process for new team members. (Each department head will on-board their own team, however they will be supported by the structure provided by Operations Manager)
- Supports department heads with recruitment needs, by providing the CM best practice.
- Maintains a record of CVs from potentially strong future team members
- Oversees the CM Benefits package for team members
- Explores opportunities for nurturing young talent, through schemes such as internships or partnerships with local universities.





Team Events/Gatherings

- Organising the quarterly gatherings and managing the logistics with support from Office Manager, and rotating input from other team members and departments.
- Hosting MMMs - ensuring they remain engaging
- Supporting with organisation of Summer Party / Xmas drinks

Ad-Hoc Key Projects

- The operations team would oversee certain key company projects, depending on what the goals of the company were at a particular time. These would generally be the larger projects which span across multiple departments (potential projects could include CRM roll-out, creation of Asset Library, enhancing floor plans, build-out CM induction/onboarding plan etc)

Team Management

- Manages Office manager, responsible for growth & development conversations, goal setting and 1:1s.
- Manages team workload & helps prioritise between day to day operations and ability to support on wider projects

