

## Vacancy Profile

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**Position:**      **Operations Team Leader**

**The Role:**

Based at our Liverpool Office and working across both TTN and Corpore, this is an excellent opportunity for a creative and ambitious person to inspire our operations department. The post will provide leadership to achieve first class service delivery, exceptional quality and maximum efficiency in line with company vision and values. Reporting directly to the Operations Manager, the role is required to essentially lead, manage, and motivate the operations department, whilst offering support to the case management department including the Clinical Leads and Case Managers.

You will act as a bridge between the Operations Manager and the Operations team so proven experience of people management and overseeing operations is essential as you will act as a leader and mentor for your teams.

**Salary:**

£28k initially / £28.5k following a successful probation period of 6 months

**Key Role Requirements:**

- ❖ To manage and motivate the team, building a culture of innovation and proactivity
- ❖ Provide feedback and resolve conflicts
- ❖ Proactively communicate team morale, resource bottlenecks, technical challenges, and improvement ideas to the Operations Manager.
- ❖ Assigning workloads, maintaining high performance standards through hands-on coaching and daily operational oversight.
- ❖ Providing feedback & resolving conflicts & day-to-day team issues
- ❖ Ensuring the absence management policy is adhered to and complete return to work interviews.
- ❖ Set clear team goals, delegate tasks, monitor progress and improve productivity.
- ❖ Ensure the team works efficiently, follows safety regulations, and meets deadlines.
- ❖ Carry out 1:1's and manage in accordance with the absence management policy
- ❖ Pro-actively engage customers and promote the services of the department
- ❖ Strong champion of processes and data-driven decision making to ensure maximum productivity and efficiency
- ❖ Identify improvements where necessary and make recommendations on solutions
- ❖ Hold regular meetings to ensure effective communications to the department
- ❖ Report to Operations Manager on issues such as staff development, training, quality, targets, service levels, productivity etc.
- ❖ This list is not exhaustive, and the employee may be expected to complete reasonable tasks that may not fall in the written job description to ensure business continuity

**Working with us, you will receive:**

- ❖ Competitive salary
- ❖ 20 days annual leave (plus Bank Holidays)
- ❖ Full comprehensive induction & training
- ❖ Employee Referral Scheme – receive a bonus for referring a friend

- ❖ Payday Pizza each month
- ❖ Fully subsidised Breakfast club Mon-Fri
- ❖ Themed events
- ❖ Free fruit
- ❖ Tuck shop
- ❖ Yearly Salary Review
- ❖ Company pension scheme (employer contribution 3% following successful probation period)
- ❖ Full appraisal process

Why not check out [www.corpore.co.uk](http://www.corpore.co.uk) to learn more about who we are and what we do or contact our Head of Operations directly: [lynn.wood@corpore.co.uk](mailto:lynn.wood@corpore.co.uk)