

Operations Manager - Role Doc

Objective

You will champion our vision to 'Make Work Better' internally at CharlieHR by supporting on all our day-to-day operations, ensuring we're building a highly effective organisation through our people and processes.

Scope and impact

You will gain broad exposure across all business areas, building an in-depth understanding of how to successfully run a business day-to-day. You'll do this by working directly with Charlie's Chief of Staff, supporting them on all operational needs.

You'll become a master in living and breathing our vision to 'Make Work Better' by always looking to optimise and improve how we do things. You'll do this by being known for:

- Provide equality, fairness and respect for everyone in our team, whether temporary, part-time or full-time.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

Responsibilities

In this role you will:

Office

- Create a space that people love coming to every day
- Be the go-to for all office requests and equipment
- Make sure we always have a fully stocked fruit and snack supply

Hiring

- Support our Chief of Staff across the entire hiring process
- Help to find the best candidates for the role
- Schedule interviews internally and liaise with candidates
- Onboard new hires so they are up and running as soon as possible!
- Own security onboarding - making sure everyone upholds our high standards
- Support managers in following our probation review process

Processes

- Be responsible for maintaining our current business processes
- Ensure we're prepared for all whole company meetings
- Stay on top of the company calendar by spotting clashes and always looking ahead
- Document how we work in our handbook

Culture & events

- Celebrate birthdays, anniversaries and any other key events
- Find moments to surprise and delight the team
- Help to plan our monthly social activities, Summer and Christmas parties and away weekends
- Organise any extra activities, from volunteering to book club to football

Knowledge and skills

You will be:

- Known for your unrivalled organisation
- Energetic and creative - you thrive when planning unusual activities!
- Comfortable working in a fast-paced environment
- A self-starter with a desire to learn a broad range of skills
- An all-rounder - you can be thrown at any problem and come back with solutions

Relationships

You'll primarily be working with the Chief of Staff as your main point of contact.

However, it's important to build strong relationships with everyone across the business as they're key to success in a role like this which touches all aspects of the organisation.

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