

## JOB DESCRIPTION

<b>Job Title:</b>	Digital Operations Manager
<b>Department:</b>	Operations and Communications Team
<b>Reporting to:</b>	Business Head Client Servicing

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### **Purpose of the job:**

An operations manager runs the day-to-day operations of an organization or business. Her/his sole purpose is to find ways to make the company more productive by providing effective methods in its business operations. An individual in this position usually facilitates several programs around the company, controls inventory, handles logistics and interviews and supervises employees. A person interested in operations management needs to have a strong leadership background and must know how to handle problems quickly and efficiently. In addition, he/she must have great communication skills.

### **Key duties and responsibilities:**

- To ensure creativity & Teamwork among employees. This goal can be achieved by trying to reach compromises with employees by conducting meetings, listening to each department's issues and concerns, and setting a professional example by showing leadership qualities.
- To ensure that the department runs smoothly, operations manager has to set rules and procedures for employees to follow. This includes setting policies in the workplace to ensure effective implementation and adherence among each and every employee in the organization.
- To manage Budget to determine how much the company has spent and what it can purchase in the near future. Being an operations manager is all about serving customers; therefore the individual needs to know how much money is in a company's budget to provide the products and services that will retain customers.
- As an operations managers he/she may have to make effective decisions that will not only help the company run smoothly but that also serve to prevent difficult situations in the future.
- To supervise and evaluate employees and their job performance. May give directions to employees on certain job tasks, resolve problems concerning employees' work performance, establish rules and procedures and create work schedules.

### **Remuneration:**

- Basic Salary – 25K- 35K
- Corporate Number
- B.Y.O.D ( Bring Your Own Device)allowance

*Since job descriptions cannot be exhaustive; the post holder may be required to undertake other duties, which are broadly in line with the above key responsibilities*

*The post holder is expected to observe and comply with all Company's policies and regulations, for example Health and Safety, Data Protection etc.*