

PLAYFAIR[®]

Visa and Migration Services

Position: Business Operations Manager

Reports to: CEO

Salary: TBC

Objective

Fulfil the aims and objectives of Playfair Visa and Migration Services by providing support to the CEO and general business operations.

Position Description

- General assistance and support to CEO:
 - Prioritise workload CEO: schedule and calendar management CEO.
 - Weekly meetings with CEO – provide management report.
 - Direct report for receptionist and accounts.
 - Delegate and distribute tasks within the Leadership team and ensure completion of tasks in a project-management approach.
 - Weekly meetings with the Leadership team
- Human Resource Management:
 - Responsible for all operational requirements for the recruitment of new staff, the onboarding and induction of new staff. Draft employment contracts
 - Maintain and manage all HR files and documents
 - Complete operational requirements and ensure compliance with employment obligations for the termination or resignation of staff members.
 - Engage external HR consultants and employment law solicitors on a needs-basis and implement outcomes in the business.
 - Identify risks in fulfilling contractual employment obligations, know when to escalate issues to CEO or Head of Practice and Partnerships or other Heads of Division and find timely solutions.
 - Assist CEO and Head of Practice and Partnerships with staff incentivisation, (yearly) staff performance reviews and the implementation of salary banding.
- Manage Payroll:
 - Complete payroll instructions on a fortnightly basis to bookkeepers, including the payment of wages, reimbursements, travel allowance and Time-in-Lieu accrual.
 - Responsible for the processing of all staff leave requests, timesheets and payslips in Xero.

- Corporate Governance:
 - Identify potential risks and liabilities to the business and review any conflicts of interest. Pursue solutions to mitigate these risks and exposure for the business, including (potential) conflicts with other parties and future, current and former staff.

- Business Development:
 - Identify, research and exploit potential new revenue streams.
 - Assist CEO in international projects and Greece office initiatives.
 - Support Head of Practice and Partnerships in general PR and partnership relations.

- Business Operations Administration
 - Responsible for the general office management and office administration, including the development of internal office practices and workflow procedures with staff.
 - Maintenance and/or replacement of equipment, office hardware and furnishings.
 - Management of all business insurance and insurance claims, including Public Liability, Business Insurance, Professional Indemnity and Worker's Compensation Insurance.
 - Central point of contact for suppliers and third parties, including, but not limited to, IT, bookkeeping and facility service providers and positively maintaining all supplier relations.
 - File management: implement and maintain cohesive structure on file management systems, such as SharePoint.
 - Manage and reduce business costs where possible.