

## Senior Operations Manager

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Company: HOO KOO E KOO

Location: Nigeria

Category: other-general

At HOO KOO E KOO (Permanent / Contractor), in Poland

Expires at: 2024-10-14

Remote policy: Full remote

### Overview:

Future Works is looking for an experienced, highly organized, and energetic Senior Operations Manager to drive the FW operation.

Future Works runs on the EOS operating framework.

This role oversees human resources, financial operations, commercial agreements, and production in a busy agency environment.

You'll be responsible for understanding FW's many business requirements for internal and external support, business growth, and defining and rolling out operational processes.

Business data, the tracking thereof, and strategic analysis on how to better the performance of the operation are core to the success in this role.

Your remit will also include keeping track of external resources availability, managing

external white-label companies, and ensuring that the perfect resourcing and planning are implemented for projects.

The successful candidate will be a highly motivated, organized person with excellent customer service and communication skills to provide operational leadership and execution to the Agency.

You must be a well-organized individual with an open mind and the ability to turn your hand to anything that may arise during a busy day.

Above all, you'll relish the challenge of being part of a truly customer-focused, ambitious team working in a fast-paced, competitive environment.

### **Responsibilities:**

#### Process Improvement

Support standardized processes across the portfolio and Agency as it relates to project management, delivery, resourcing, financial tracking, forecasting, and client management.

Manage and own all backend systems, tools, and processes.

#### Human Resources

Lead the management of new hires including role definition, candidate screening, coordination of further interview rounds, and negotiating commercials.

Manage external partners and vendor relationships; ensure the database of freelancers and partners is kept up to date

Own the general FW onboarding, training, and development for all new core team members and project team members.

#### Financial Management

Manage the request and tracking of incoming and outgoing invoices and POs,

working closely with the Finance Lead.

## Legal

Setup, maintain, and ensure all legal documentation, including SOWs, Client Agreements, Contractor Agreements, Addendums, etc. are up to date.

## Main requirements

5+ years digital/creative agency or in-house agency experience in operational leadership positions.

Understanding and/or experience with the EOS operating framework.

A flexible leader with the ability to create clarity within complex and sometimes ambiguous work environments and who is comfortable with adapting to rapidly changing circumstances

Experience creating and implementing, systems and processes that drive profitability, efficiency, and productivity.

Experience working remotely and/or within distributed teams

Ability to thrive in a global, fluid, fast-paced, entrepreneurial / startup environment, with tight deadlines and multiple priorities

Detail-oriented with high-energy, and superb organizational and communication skills

High level of integrity and dependability with a strong sense of urgency and results-orientated

Ability to work effectively in a team-based organization, collaborate cross-functionally, and build alignment around goals and objectives

## Benefits & Perks

Fully Remote

Flexible Hours / Time Zone

Company Retreats

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**Cross References and Citations:**

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