

Location: Slough UK - Hybrid

Salary: £40k - £60k

Job Type: Permanent

Job Description: Business Operations Manager

Avco Systems Ltd. is a modern, growing Software Development business based in Slough, UK.

We work with some of the largest businesses in the UK and help them develop, support, maintain and host their large software projects. We have a sharp focus on client satisfaction, rapid feedback and ongoing improvement, so we are looking to grow our team with some forward thinking, enthusiastic people that will help continue to drive the business forward.

Business Operations Manager is a newly created position to fill a pivotal role in our team as the business grows. The successful candidate will support the leadership team on business operations and commercial management matters across a wide range of areas, with scope and autonomy to make the role their own. This role is an excellent opportunity for someone who wants to be involved in the inner workings of a small business and is determined and ambitious with excellent organisational and analytical skills.

What is it like to work with us?

We are a small team of just over 50 employees, the majority of whom are software engineers working to deliver systems to our diverse client base. Employee satisfaction and retention is a focus, and we aim to foster a close-knit and effective team where all voices are heard and given opportunities to grow and progress.

This role is hybrid with the option to work from home or at our Slough office, at your discretion. You should expect to need work from our office regularly, especially initially as you work with the Technical Director and others to build out your role.

You will report into the Technical Director and assist them and the leadership team with the business operations aspect of a wide variety of projects. This will include customer account management, contract management, preparing tenders, and internal tasks such as supplier management. You will be a key member of our team at the forefront of how our business is run. This is an unstructured role where you will be exposed to many parts of our organisation as you streamline existing processes and build out new ones.

Why should you join?

We are always looking for the right person to join our fast-growing team of knowledgeable, friendly, and forward-thinking individuals, and there are plenty of reasons why you should consider joining us:

- **Excellent job security** - We've been growing for 30 years and have maintained a consistent financial growth year-on-year.
- **Room to grow** - All voices are heard, and anyone can expand beyond their job role.

- **Flexibility** - Work from home or from the office, plus flexible working hours.
- **Good Location** - Ample parking. Walking distance to Slough train station and shops.
- **Games room** - Unwind with a game of pool, table tennis, board games, Xbox and more.
- **Social Events** - We are a friendly close-knit team and hold regular company social events.

Who are we looking for?

- **Confidence and Drive** - This is a new role that will in part be defined by the individual who fills it. We are looking for someone with ambition and dedication who will push to understand the intricacies of our business and become an integral part of day-to-day operations and decision making. We do not expect direct experience in every task that the role will be responsible for, however we are looking for a strong resilient character with the ability to influence and challenge effectively.
- **Positivity and Approachability** - A positive and pro-active individual with outstanding interpersonal and communication skills. The role involves working collaboratively with team members across the business and will also involve customer engagement and relationship management.
- **Self-Starter** - Many of the responsibilities of this role are currently being undertaken by the Technical Director or other members of our senior leadership team. Whilst transition and training will be provided, we are looking for someone who is self-sufficient and able to pick up and methodically work through challenging tasks that may be underdefined. The ideal candidate seeks out the possible rather than the impossible.
- **Detail Oriented** - You will be working with financials, purchasing, and client contracts, where attention to detail can have a huge impact on the business' commitments and financial success.
- **Business Operations Experience** - We are looking for demonstratable experience across some of the areas of responsibility such as business development, commercial/contract management, tendering, customer account management, business finances and budgeting. Relevant business qualifications may also benefit your application.
- **Entrepreneurial Traits** - These include versatility, flexibility, being money savvy, resilience, being focussed and business smart and, finally, being a good communicator.
- **Interest in Technology** - Avco is a technology-driven business. Whether via previous experience or a general passion, it will be beneficial if you have a strong interest in technology, software, and IT.

What will you be doing?

You will work closely with the Technical Director and other team members as you learn our business, gain responsibilities, and build out your role. We expect this to include many of the following and more.

- 1) Assisting with customer account management
 - Preparing service justifications, typically at service renewal.
 - Chasing purchase orders and contract signatures.

- Arranging regular service reviews.
- Producing regular service reports, as specified by contract.

2) Preparing Contracts

- Capture contractual requirements.
- Challenge unreasonable or challenging terms.
- Author schedules that reflect the customer needs.
- Drive the contractual process through to completion.

3) Preparing/Managing Tenders

- Create a library of standard answers.
- Work with technical teams to produce tender responses.

4) Preparing/Managing R&D Return

- Work with technical teams to discover scope.
- Author initial commentary.
- Produce effort reports/calculations.

5) Conducting Financial Analysis

- Understand the business' financial position and respond to ad-hoc queries.
- Conduct reconciliations (for activities such as salary sacrifice schemes).

6) Prepare business review decks for large corporate customers and internal stakeholders.

7) Manage purchases and suppliers for services such as:

- Internet.
- Hardware/Infrastructure.
- Servers.
- Telephones.

8) Research, implement & manage employee schemes:

- Salary sacrifice vehicles.
- Salary sacrifice pensions.
- Other benefits.

9) Proactively seek feedback from staff to identify areas for process improvement.

If you think we're a good fit for you then don't hesitate to get in touch.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability.