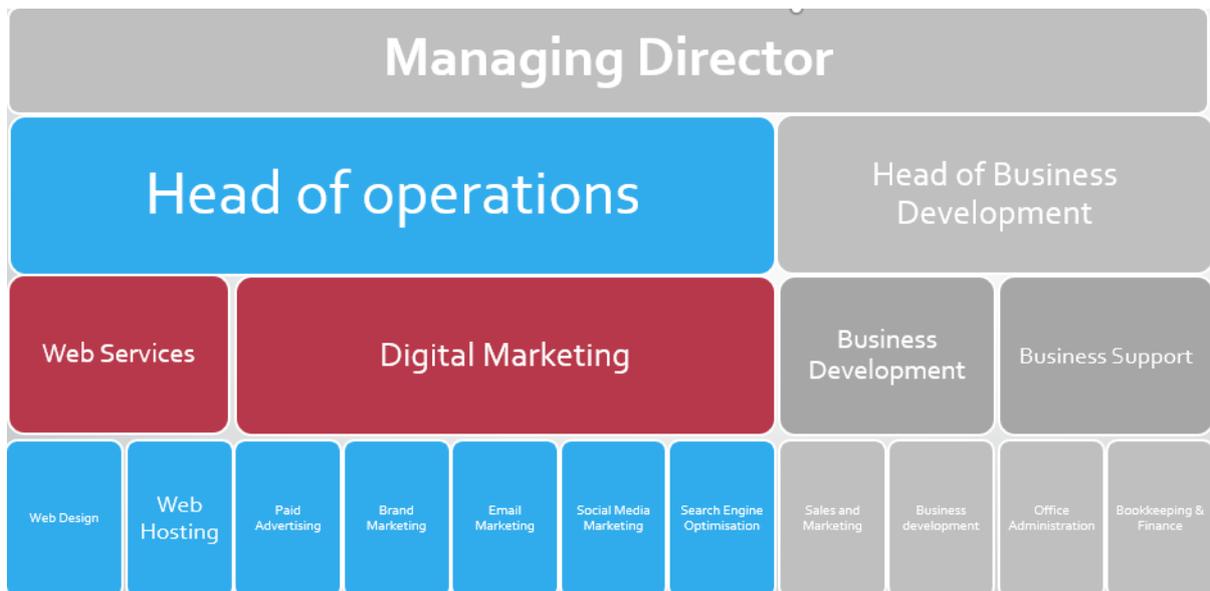


COMPANY INFORMATION

teclan ltd is one of the UK's leading Digital Marketing Agencies, specialising in the generation of sales and conversions through digital channels for online merchants and businesses across the UK and beyond.

ROLE OVERVIEW

JOB TITLE	HEAD OF OPERATIONS
REPORTING TO	Managing Director
SALARY	[Dependent on experience]
LOCATION	Inverness



You will be responsible for the overall operational activities of the business, including enabling the Digital Marketing team to deliver exceptional results for our clients, along with achieving increases in resource capacities and improvements in delivery efficiencies.

The post holder will develop, manage and grow the Digital Marketing and Web Services team to ensure consistently excellent customer communication and task delivery is maintained, ensuring first class client relationships, client development, and customer service remain at the core of the company's values.

A key part of this role will be to bring fresh thinking to teclan's work in this field and make a positive contribution to teclan's continuous development as a progressive organisation where staff are empowered to use their full potential to benefit Scotland's economy. This is in line with our people values.



KEY RESPONSIBILITIES

1. Promote a company culture that encourages top performance and high morale, by providing inspired leadership in the developing of policy, progressing strategic decisions and thus ensuring the achievement of agreed objectives.
2. Work alongside Directors and Senior Management to determine values and mission, to plan for short and long-term goals.
3. Develop, implement and review operational policies and procedures ensuring all project deliverables comply with teclan Ltd information governance and compliance with laws and regulations.
4. Establish decision making processes which allow for effective decisions to be made in an agreed or reasonable timeframe.
5. Promote a climate of accountability, transparency, collaboration and innovation.
6. Monitoring and reporting performance of all teclan Ltd commercial activities including negotiations with contractors and subcontractors.
7. Build alliances and partnerships with stakeholders and organisations to ensure the development of strong relationships with clients to enable teclan Ltd to deliver online success for our clients.
8. Retention and development of our existing client base whilst also seeking to attract and secure new business opportunities.
9. Manage, lead and support the teclan team in the delivery of digital marketing tasks and campaigns within the required deadlines and timescales.
10. Liaise with and encourage the teclan team to develop and maintain good communication mechanisms exist ensuring positive engagement with all stakeholders, partners, clients and external parties.
11. Provide regular progress reports on the performance of all contracts and projects to Senior Management, staff, clients and other stakeholders.
12. Lead the development and delivery of in-house and external training and personal development initiatives to support teclan staff.

This list is not exhaustive, and the jobholder will be required to undertake other duties as required.

In addition, for developmental or operational reasons this role may occasionally contain some elements of work that are either more or less demanding than described above