



## **Job Description – Head of Operations**

### **H&H Land & Estates**

**Job Title:** Head of Operations

**Reporting to:** Managing Director, H&H Land & Estates

#### **Overall Job Purpose:**

The Head of Operations is responsible for the management of the daily operations of the multi-site businesses, ensuring consistent service, operational excellence, and a strong platform for future growth.

#### **Key Accountabilities**

- Lead daily operations across all departments and office locations, ensuring consistent, high-quality client service
- Champion operational efficiency by identifying and implementing improvements to processes, systems, and workflows
- Establish and track performance metrics (KPIs), using data and insight to support decision-making and continuous improvement
- Lead internal compliance, Health & Safety, and policy implementation across the business
- Support change management activity, ensuring clear communication, adoption, and engagement at all levels
- Embed a client-first culture, using service feedback to improve experience and resolve issues constructively
- Develop and support high-performing teams, promoting collaboration, ownership, and shared standards across offices
- Contribute to business planning, working closely with the senior leadership team to align operations with growth goals

#### **Team Leadership & Management:**

- Demonstrably live and embody the values of the Group, setting the example for the rest of the business to follow.
- Establish trusting relationships with all direct reports, conducting regular 1:1s and annual appraisals.
- Manage the day to day running of the business.
- Lead, manage and develop staff to ensure that H&H Land & Estates delivers an effective service.

#### **Operational Management:**

- To manage all aspects of Health & Safety and all legislation relevant to the Company in order to advise colleagues or seek advice accordingly.



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- Work with the managing Director on the sourcing and purchase of any capital expenditure in relation to the company.
- Manage operational risk, ensuring systems resilience and legal/regulatory compliance
- Ensure company policies and legal guidelines are communicated all the way from the top down in the company and they are followed at all times.
- Implement, manage and improve systems, policies, practices and procedures as required to enable ethical business development and direction.
- Work with the financial controller to prepare and agree monthly and annual budgets and forecast interim outturns.
- Work with H&H Group personnel to ensure compliance in respect of matters [including statutory, policies and procedures], pertaining to recruitment, selection, development, grievance, welfare, discipline, exit or other matters involving staff.
- Monitor any environmental issues with relevance for the company and to advise colleagues or seek further advice accordingly.
- Monitor any maintenance requirements within the company premises and advise or authorise accordingly.
- Assist with, or delegate, any other administrative requirements in relation to the company.
- Operational ad hoc duties.