



## Operations Manager

- Flexible working
- Salary £45-£55k
- Benefit package

Stonecot Trustees is part of the Travel Trade Consultancy Group, helping travel companies comply with their legal obligations, so they can concentrate on selling more holidays.

We're a small, close-knit team of dedicated professionals providing trust account services to travel companies. We help our clients protect their customers' money by holding it safely in one of our secure trust accounts.

We're looking for someone friendly and reliable, with an eye for detail and data, to join and manage our growing business.

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### The job in three bullets: **Manage the business operations**

Manage and support the Account Managers day-to-day, ensuring the team meets deadlines for reviewing payment requests and releasing funds while delivering a high level of customer service in accordance with our client engagement terms.

Liaise and coordinate our activities between clients and other service providers, such as banks, merchant acquirers, and insurers, to ensure our duties as trustees are carried out effectively.

### **Maintain our internal records**

Ensure our testing logs and documentation are kept up to date by the team and that reports to regulators and other parties are undertaken within the required timescales.

### **Support the Operations Director**

Provide support to the Operations Director on a wide range of ad-hoc projects, such as preparing pitch decks and proposals for target clients, scoping and onboarding new clients, and preparing internal KPI reports and analysis.

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### What would make a great Operations Manager:

We're looking for someone risk-focused who can manage and support a small, mainly remote team (we primarily work from home, though we usually meet once per week in our central London office).

You'll need to be able to collaborate on issues, quickly determine solutions and make decisions. You'll also need to be willing to get into the detail from time to time.

You'll need to oversee our important duties as custodians of customer money with independence, precision, and rigour, so you'll need to be conscientious with an attention to detail and an inquiring mind that enjoys solving problems as well as

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being very good with numbers. There's a lot of data analysis involved. And we work with spreadsheets a lot, so intermediate excel skills are a must.

But you'll need to be able to balance all of that with delivering good customer service to our clients. So, you'll need good written and verbal communication skills.

Audit or accounting experience would be extremely beneficial though not essential.

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## Benefits

In return, we'll provide the following package of benefits:

- A full-time equivalent salary of between £45-£55k, depending on experience.
- A holiday allowance of 30 days per annum, not including public holidays.
- Flexible working hours. We are willing to work around other life commitments like caring for children or relatives, school holidays etc.
- Flexible location. Most of your work will be carried out remotely, with at least one day per week in our central London office. We may also ask you to attend meetings at client sites occasionally.
- Company contribution to your pension scheme at 5% of your salary.
- Access to a personal independent financial planning advisor for you and your family.
- Life insurance cover.
- Travel insurance for your personal trips.

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## How to apply

If you're interested in applying, please send us your CV, along with a cover letter explaining why you'd be a great fit, to [lucy@thettc.co.uk](mailto:lucy@thettc.co.uk).

The process will involve up to two interviews, along with a test of your Excel skills.

As an open and inclusive workplace, we want to ensure our recruitment process is fair and doesn't discriminate on any grounds. Our goal is to ensure every job applicant is given equal opportunities. If you need help with any part of our recruitment process, please don't hesitate to contact us, and we'll do our best to accommodate any needs or address any concerns you might have.

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