

HUMAN ALCHEMY JOB DESCRIPTION

Post Title:	Operations Lead	Post Number:	CS1318P
Daily Supervision:	James Foster/Alexandra Thornton	Grade:	Management Scale 0-3
Organisation	Human Alchemy	Last Updated:	September 2024

Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

Our Mindset:



Human Alchemy exists to make organisations and their leaders extraordinary. We believe in the potential and possibilities of an organisation when their leaders consistently think, communicate and behave in ways that are, what we call 'Extraordinary'.

Our Vision:

By July 2027, we have empowered 1000 leaders to be extraordinary leaders, setting a benchmark for sustainability focused high-performance leadership in small to medium-sized organisations across the UK.



What we do:

We help leaders explore and understand 'extraordinary leadership' and 'high performance team-working' and the impacts when their leaders are extraordinary and high performing. We help the leadership team understand what it takes to live and breathe this and the possibilities they can unlock for their organisation, when they do.

In our experience 'Extraordinary leaders' have core, common characteristics:

- A focus on a united, clear and compelling vision for the organisation.
- A change mindset with the understanding for the need for breakthrough ideas to lift business to the next level.
- Teams of people who are engaged and 'on the hook' for deliverables, measure progress against outcomes and offer support when help is needed.
- Teams who are enabled, liberated and inspired to find new, innovative and exciting ways to do their jobs better.
- Focus on high performance in themselves and their teams.
- Deeper self-awareness – conscious of how their thoughts, communication and actions impact on others with strategies to manage this.
- Smart systems that enable access to information so they can make the best decisions for the organisation.
- We help leaders understand what these truly mean to them - truly integrating them within themselves and enabling their ability to lead the organisation toward the best, extraordinary outcomes.

What we believe:

Our deeply held belief is that extraordinary business results are dependent on extraordinary employees working in a high-performance culture. This environment has to be created by the senior leadership team who understand and demonstrate extraordinary behaviour as leaders of the organisation.

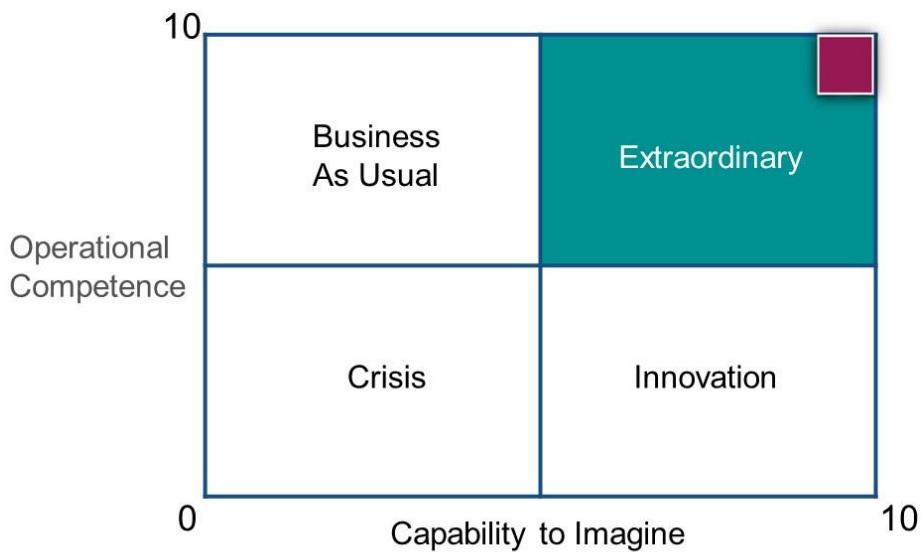
We know that empowered, liberated and enabled teams are the key ingredient to achieving the very best of outcomes – outcomes that the teams feel they own and move towards. The leaders' role is to imagine the future, create a compelling vision for it and create the conditions for the people to engage and power forwards.

We equip leaders to enable all of this through our development initiatives. Over the years, whilst working with clients, we have observed leaders evolve how they think, speak and act to create the most extraordinary of cultures.

Our model describes how extraordinary companies develop leaders, who know the importance of delivering on their results, whilst enabling their people to create new possibilities. Our unique tools and techniques are targeted at getting the leadership team to operate in the top right-hand box of the model (the purple box), liberating and inspiring their people to enable a committed workforce to deliver unprecedented results.



Extraordinary Organisational Performance



Job Purpose:

Human Alchemy is on an exciting journey of growth and development. The business was acquired by Lincoln College in early 2021 and is now in search for an Operations Lead to work with the Managing Director, Head of Consultancy, Lead Consultant and Associates to help the business to achieve its ambitious plans for the coming years. The team is expanding and this role is pivotal to the next phase of our development.

The Operations Lead will support the Head of Consultancy on the day-to-day working of the business, working closely with the Lead Consultant who is responsible for the quality and delivery of our consultancy and training. The role requires a fast-paced mindset and approach to business, managing multiple tasks to ensure excellence in our everyday approach. The role will combine external and inward responsibilities, with the post holder able to show full alignment with the Human Alchemy's values and behaviours. The Operations Lead will make a significant impact in helping us to become the go-to consultancy for organisations seeking to achieve 'extraordinary' results.



PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To support the day-to-day management of the Human Alchemy business, reporting to the Head of Consultancy and Managing Director.
2. To ensure high levels of customer satisfaction and address any client issues promptly.
3. To identify companies or individuals that match the ideal customer profile, create strong lead generation and outreach strategies and support the Head of Consultancy in business development.
4. To represent the business in discussions with potential and existing clients across a range of sectors to ensure we meet their developmental goals and business challenges.
5. To support management of Human Alchemy business growth activity with other staff across the business and with key stakeholders, helping to segment the market and develop high quality bids and commercial proposals with others.
6. To support the Head of Consultancy with project managing multiple client accounts and relationships with stakeholders across corporate, private and public sectors.
7. To lead social media, brand and website development, marketing and communications, ensuring the brand and values of the business are widely known to drive new and repeat business.
8. To deliver the Human Alchemy content during workshops to clients at all levels.
9. To provide insight into product and market development activities helping to develop new marketable propositions.
10. To exercise exemplary budget management.
11. To implement and maintain quality assurance processes.
12. To display and align with the Human Alchemy values and behaviours for leadership:
 - a. Conscious communication
 - b. Liberates and enables people
 - c. Models high performance team working
 - d. Operates SMART processes and systems
 - e. Values intelligent use of data
 - f. Has a clear and compelling vision
13. To travel nationally (and potentially internationally) to develop business and promote Human Alchemy to prospective clients.
14. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
15. To maintain quality standards appropriate to the post.
16. To conform with the Health and Safety requirements relevant to the post.
17. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



PERSON SPECIFICATION

	Knowledge	PSM
1	Educated to degree level or equivalent	A/I
2	Possession of management/professional qualification	A/I
3	A thorough understanding of how to maximise commercial opportunities through lead generation and marketing	A/I
4	A thorough understanding of the current and future issues that could impact upon Human Alchemy in its external environment	A/I

	Skills/Abilities – Interpersonal	PSM
5	Excellent communication skills, able to negotiate with clients and key stakeholders	A/I
6	The ability to form and develop productive relationships with clients, key stakeholders, colleagues and peers	A/I
7	The ability to expertly manage their time and responsibilities	A/I
8	The ability to demonstrate the key values and behaviours of Human Alchemy	A/I
9	The ability to present in front of corporate clients	A/I

	Experience	PSM
10	Experience of project management with large clients from a variety of sectors, including corporate, private and public sector	A/I
11	Financial management, budgets and analysis	A/I
12	Experience of innovation in order to grow and diversify the business	A/I
13	Experience of delivering workshops and presentations	A/I

	Work Related Circumstances	PSM
14	The willingness to travel in line with business requirements	A/I
15	The ability and willingness to undertake personal and professional development	A/I

	Skills/Abilities - Other	PSM
16	Able to manage multiple projects and be reactive to customer requirements	A/I
17	The ability to analyse and assess information	A/I
18	Strong ICT skills across a range of disciplines	A/I
19	The ability to promote equality of opportunity throughout the business	A/I
20	The ability to take responsibility for safeguarding wherever applicable	A/I

Prepared By:	Alexandra Thornton – Head of Consultancy
Date:	29/08/2024

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test