

# Operations, Compliance and Business Systems Manager

DIVISION – Strategic Central Services

---

Hiring Manager: Keith Pilling

If you'd like to have a confidential conversation about this role,  
please email [apply@penna.com](mailto:apply@penna.com)



# ABOUT THE ROLE

---

## Brief

- We're Penna. We help our clients find, excite and secure the right talent.
- As specialists, we know how tricky all of this can be, which is where our Strategic Central Services team comes in.
- With significant experience closing complex processes and control issues and implementing recommendations from audit findings, you'll support our Penna and Stafford Long brands. Just like us, you'll always be focused on providing the right solution. With this mindset, you'll create valued relationships with our parent brand – Adecco, managers, and individuals, develop our Strategic Central Services team and enhance our reputation.
- And in return, you'll work with a friendly, supportive team and enjoy all the benefits you'd expect from an organisation with a global network.

## Role Purpose

- This is an opportunity to join Penna as Operational Controls and Transformation Manager. You will be working within our heads of Legal, Finance and HR and key managers and teams across the business.
- The main purpose of this role is to lead the success reporting and continuous improvement of key operational processes.
- You will be responsible for providing expertise and support in delivering improvements and change activities, and maintaining a strong internal control environment across process and control teams in each commercial area.



# WHAT YOU'LL DO

---

## Operational Process Improvement

- Lead in the documentation, assessment and ongoing testing of current and new operational controls and processes across the whole business.
- Provide expertise and capability to support the business in delivering improvements and change activities to further enable hybrid working practices such as process and service redesign, compliance, cost reduction and risk management.
- Create a centre of excellence tasked with redesigning and simplifying our ways of working to improve internal processes, increase productivity and reduce repeated manual processes and errors, whilst meeting our regulatory obligations.

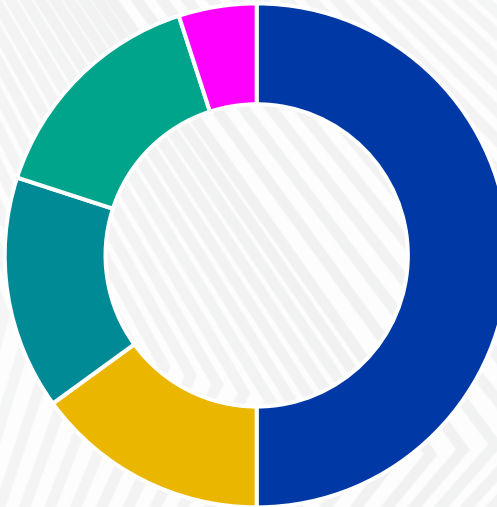
## Cross-division Process Improvement

- Work closely with the process and control teams in each commercial area who are accountable for their respective business processes to create a joined-up and efficient operations systems landscape.
- Assist in the roll out of new technologies such as Salesforce and Power BI.
- Be an escalation point and conduit with regard to risk and compliance
- Assess market and industry developments in relation to controls best practice, integrating ideas and presenting back to Directors.
- Present regular reports to Directors on projects to ensure compliance with Group control systems.

# WHAT YOU'LL DO

---

A typical week might be



- Researching and designing processes
- Project management
- Operational controls, audits
- Implementing processes
- Learning and Development

# KEY RELATIONSHIPS

---

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Chief Operating Officer Keith Pilling	Line manager
Operations, People Team, Legal, Finance	Work in partnership with team members.
Parent Brand	Proactively manage relationships and processes in line with group policies
Penna and Stafford Long employees	Be collaborative with colleagues and build good working relationships with Penna stakeholders

# PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

---

- Familiarity of recruitment industry practises for process and risk including identification, assessment, monitoring, mitigation, and reporting
- Experience of having successfully closed complex process and control issues and implementing and monitoring recommendations from audit findings
- Experience in change management and strong cradle to grave understanding and detailing of processes
- Experience of implementing recruitment/customer related technology systems e.g., Salesforce, Power BI, File Finder, Concept etc would be an advantage
- Strong attention to detail and experience of working with key stakeholders across a multi-faceted business
- A strong financial and commercial awareness
- Confidence to work with senior managers, Directors, and plc
- Ability to use project planning and reporting tools
- Expert in the MS suite of tools
- Professional approach to work
- Ability to work as part of a team
- Exceptional communication skills both internally and externally
- Ability to manage conflicting deadlines
- Proactive and positive 'can do' attitude
- Ability to act on own initiative
- Accuracy/attention to detail
- Ability to manage projects outside of normal responsibilities
- Ability to work and remain calm under pressure and to meet deadlines
- Being approachable to the business
- Excellent query and problem solving skills
- communication skills



# PENNA'S COMMITMENT

We are a family at Penna and Stafford Long and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

## **Diversity Promise**

Our promise is to organise our services in a way that is universally accessible and useful for everyone. To do that well, we believe we need to create and sustain a workforce that's more representative of the candidates and clients we serve.

Penna is committed to creating a diverse and inclusive workforce that respects and embraces difference. Our employees and our company thrive when we get this right. We aim to create a workplace that celebrates the diversity of our employees, clients, and the contractors we work with. We will endeavour to create recruitment solutions that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation and national origin.

Our internal programmes and external work with our clients make us proud to be an Equal Opportunity and Inclusive Employer.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing [people@penna.com](mailto:people@penna.com).

Our full guidance and commitment to your application and how we may use your personal information during the application process can be found here: <https://www.penna.com/candidate-care/> and <https://www.penna.com/privacy-policy>

Together we are better, together we are Penna.

# PENNA BEHAVIOURS

---

We all aspire and work towards demonstrating the behaviours consistent with the Family values; Accountable, Supportive, Collaborative and Inspiring as listed below:

<b>ACCOUNTABLE</b> Does what they say they will do	<ul style="list-style-type: none"><li>• Builds open, honest and realistic relationships with customers and colleagues</li><li>• Reliable and acts with integrity</li><li>• Determined and passionate about delivery of the best</li><li>• Accountable and inclusive</li></ul>
<b>SUPPORTIVE</b> Creates an environment where people can give of their best	<ul style="list-style-type: none"><li>• Seeks to understand the needs and concerns of others</li><li>• Creates a learning environment</li><li>• Seeks feedback from other in order to learn and develop</li><li>• Inspires others to achieve their goals</li></ul>
<b>COLLABORATIVE</b> Works as part of one team	<ul style="list-style-type: none"><li>• Pulls together to put the customer first</li><li>• Support colleagues without waiting to be asked</li><li>• Helps others succeed and celebrate their success</li><li>• Actively looks to break down barriers and finds ways to work together</li></ul>
<b>INSPIRING</b> Creates new possibilities	<ul style="list-style-type: none"><li>• Comes to work to make a difference, sets high goals and gives 100% personal energy</li><li>• Believes in what we do and demonstrates this through actions</li><li>• Regularly challenges thinking and is open to new ideas and ways of working</li><li>• Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions</li></ul>