

SENIOR BUSINESS OPERATIONS MANAGER

LONDON

MUDANO

WASTE LESS. DO MORE.

About Mudano

Mudano is a data and machine learning company. We work with large Financial Services companies to fundamentally change the value they can extract from their data; helping them offer better service to their customers, run their businesses more effectively and supporting strategic decisions.

We practice what we preach too. As well as transforming the value our clients can extract from their data, we are also pioneering the application of data science techniques to the management of change. We are doing this through our Artificial Intelligence Project Management Platform, Sharktower. This technique, which we call Delivery Science, underpins everything we do and is at the core of our business strategy.

We are on a rapid growth trajectory, with consistent 100% year on year growth every year since founding whilst delivering strong profitability. We are on track to close FY18/19 at £20m revenue and 160 people.

We are determined to transform a wasteful industry

We only work with people as ambitious and driven as we are. At Mudano there's no time to kick back, stick your feet up and look out of the window. We're on a mission to transform an entire industry. It's a big challenge. But what doesn't challenge you, doesn't change you. People with this drive and fire are our life blood. They aspire to do and be more. That's why our acceptance rate is even tougher than Harvard. We only want the best.

This role is a once in a career opportunity

Our business is scaling 100% year on year in revenue and people. That can be a lot of change to handle and means there is no real 'business as usual'.

You will be required to build a world class business management function and take ownership of operational enablement and control of the business including finances, operational processes, forecasting, risk management, and legal. You will manage the expansion of the business from 150 to 300+ personnel, and from £20m to £60m revenue in the next 24 to 36 months.

You will be a core part of our leadership team supporting and working with them to make the right decisions. This role is an interim step to a scaled COO function and so the ideal candidate will see themselves driving towards a COO career path.



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Key skills and experience

At Mudano we want people who will grow with the business, so we don't necessarily expect you to have experience in every area highlighted in this specification. So long as you are willing to challenge yourself and grow. That said however, our experience in this space tells us there is a few areas you will absolutely need experience in to make a rapid impact in our business.

- / Have experience in running a consulting business
- / Have a compelling vision for what a world class, data led business management function looks like
- / Have experience in a high growth business
- / A focus on detail and propensity for action.

Although we don't expect you to do everything yourself, we are a growing business and that means you'll commonly be involved in the detail. We need someone who can quickly move from strategic discussions and supporting the leadership team in decision making, to understanding trends in data. We're a data business, we need an operations manager who loves data, understands how to use it and sees the right MI as the core of business optimisation.

Responsibilities

Business MI and Leadership Decision Making

You will work proactively with the leadership team to drive effective decision making. You will drive an agenda of managing the business using the right information and proactively raise trends. You will also be the key decision maker for driving operational efficiency and financial optimisation.

Forecasting and Budgeting

You will own forecasting and budgeting across the business, working closely with the CEO to align this to the overall business strategy. You will design and run an efficient, responsive, accurate and data led forecast, optimising budgets and work with our data insights team to build the data visualisations required to analyse performance and optimise performance.

Finance Control, Optimisation and Tax

Working with our in house management accountant and external partners, you will own all aspects of finance, ensuring cashflow, invoicing, funding and tax management are optimised for continued growth.

Strategic Planning Support

You will own the key business performance information and be a significant voice in strategic planning based on your deep insight of the business' current performance. Combined with our strategy team, you will drive decision making around the strategy and investment decisions of the business.

Business Operations Management

You will run all enabling aspects of the business to ensure the optimal performance of the entire team. This will cover all operational aspects of the business including supplier management, operational processes and facilities.

Legal

You will proactively work with external parties to ensure our legal, IP and contractual compliance and ensure we have appropriate legal cover across the business.

Behaviours that will move frontiers



Imagine with intelligence

We're a data company that is doing things nobody has done before. That takes sharp and agile minds. Minds that can make the leap from the known to the unknown; that questions what's possible. Think from first principles and dare to go somewhere new.



Enjoy uncomfortable

Transforming an entire industry requires desire, energy, perseverance and a restlessness to push the boundaries of what's possible. While challenging the status quo can be scary, the results are worth it.



Be clever and concise

We move fast. To keep momentum, we need to simplify challenges into concise statements and efficient dialogues.



Apply ethics

We work in a transparent manner. If we finish a project ahead of time, we'll call time on our fees that day. In an industry used to wasting millions, it takes many clients by shock.



Be your authentic self

We don't want clones. We want knowledge-age thinking. It doesn't matter if you prefer suits or jeans, if you hold a baby or a briefcase. You'll only be the best version of yourself when you are yourself.



Science eats opinion

Apply a little science; get a different result. A better result. Find the data and run your own experiments. That's the Mudano way.

Farewell to the mundane

Mudano is a collective of unique individuals but with a common set of beliefs, behaviours and values. Culture is how we work together. Easy to experience, harder to pin down and define in words. It is inclusive and it is diverse. Our benefits and policies are designed for each person to integrate their work and life in a way that is right for them, as well as provide extensive support for career development, whatever that path may be.

Want more flexibility? Talk to us and we'll see if together we can build a better business world.

Benefits and compensation

- / Generous personal training budget for your professional development
- / Comprehensive coaching programme
- / Monthly book allowance
- / Comprehensive benefit package including private medical, wellbeing cover, discounted gym membership, and group life insurance
- / 24-hour counselling
- / Good work/life integration
- / Salary between £80k and £120k based on experience and skills
- / 33 days' annual leave (including bank holidays)
- / Pension scheme with 3% employer contribution
- / Entry into our company stock option scheme
- / Head-office in start-up incubator (including Thursday social hours, networking, TED style talks, and unlimited tea/coffee and fruit)