



Operations Manager Role Description

September 2024

About Ethical Sales

Ethical Sales is a values-driven business development agency and membership service that prides itself on integrity, transparency, and empowering ethical sales practices.

Our founder, Corinne, and the team are committed to taking the sting out of sales for purpose-driven businesses and their salespeople, so they can focus on changing the world one customer at a time.

We are seeking a part-time Operations Manager who will support the team internally to deliver outstanding client services and help systemise the business as it grows. This is a new role, with potential for significant growth for the right person.

Role Responsibilities

This role is integral to the smooth functioning and growth of the business, with duties including:

- **Project Management & Team Support:** Support the team internally to manage client project delivery using Basecamp, Clockify, G-Suite and other organisational tools.
- **Systemisation & Efficiency:** Implement new systems and templates to streamline business processes, improving time management and client success outcomes.
- **Finance Systems:** Handle invoicing and support the MD on monthly reporting.
- **Recruitment & Onboarding:** Lead the recruitment process, including administrative tasks and onboarding of new team members as required.
- **Special Projects:** Lead operational projects such as setting up new project management systems or systems integration.
- **Operational Leadership:** Act as a trusted advisor to the MD, stepping in to chair team meetings in their absence.
- **Team Social Activities and Away Days:** Organisation of team away days and virtual social activities.
- **Diary Management and PA Duties:** Manage the Managing Director's diary and handle ad-hoc tasks as required.

Desirable Experience and Attributes

- Strong organisational skills with experience in supporting team members to successfully deliver client projects.
- Highly process-driven and motivated by driving efficiencies and systems to support a growing business.
- Able to communicate confidently and effectively with team members.
- Prior experience with Basecamp (or similar project management systems).
- Experience in working with finance systems and spreadsheets such as Xero and Excel.
- Strong ability to work independently and proactively.
- Strategic thinker with an understanding of how operations support business growth.
- Thrives in a fast-paced, dynamic environment and can adjust to changing priorities.
- Experience managing teams and leading recruitment efforts.

Ethical Sales Values

- **Caring:** we care deeply about our people, impact, and community.
- **Honest:** we always tell the truth and champion an ethical approach to selling that fits with our values.
- **Empowering:** we provide access to the tools, people and knowledge for long-term sales success.
- **Expert:** we draw upon our collective hive mind to bring deep business development insight to all of our work.
- **Dynamic:** we are fast-moving, quick-learning and flexible in our approach.
- **Successful:** we pride ourselves on our results and the feedback we receive.

Location, Hours and Remuneration:

This is a fully remote part-time role, initially offered for 1 day per week, on a freelance basis, from £25 per hour.

There is potential for the role to expand to a permanent part-time salaried position, subject to successful probation.

Whilst Ethical Sales does not have an office base, there would be opportunities for regular co-working with the Managing Director who lives in Morayshire, Scotland.

How to Apply:

To apply, please send your CV and a brief cover letter outlining your interest in the role and relevant experience to hello@ethical-sales.co.uk. Applications will be reviewed on a rolling

basis, with interviews to take place w/c 14th October 2024. We would hope to start induction from November 2024 onwards.

Please note, Ethical Sales is committed to building an inclusive and diverse team. We welcome applicants from all backgrounds and experiences, including those with caring responsibilities.

www.ethical-sales.co.uk | [LinkedIn](#)