

## Operations Manager, Asia-Pacific

Permanent: 38 hours per week  
Location: Sydney CBD, Australia

The Behavioural Insights Team (BIT) is looking for an exceptional candidate to join our Sydney Office as Operations Manager.

### The Behavioural Insights Team

BIT was established in 2010 to apply insights from the behavioural sciences to public policy in the UK. Since then BIT has grown quickly to meet the high levels of demand for our work both in the UK and overseas. The Australian office was set up in 2015, the Singapore office opened in mid-2016, and we have also recently started working in New Zealand.

BIT has a relaxed and non-hierarchical office culture. All our staff believe passionately in our company values: always prioritising social impact; empiricism and humility; fresh thinking, collaboration; and public service. We expect professional excellence in a work environment that is fast-paced, exciting and friendly.

### Roles and Responsibilities

The Operations Manager will play a pivotal role in ensuring the successful and smooth running of BIT Asia-Pacific. As well as managing business critical functions, you will take an entrepreneurial approach to improving operations and defining strategy. Key responsibilities will include:

#### Business and financial planning

- ◆ Strategic planning and budget development;
- ◆ Tracking the project pipeline, and managing project setup;
- ◆ Monitoring project resource plans and expenditure; and
- ◆ Tracking the budget and cash flow.

#### Operational processes and continuous improvement

- ◆ Development and implementation of new processes and procedures;
- ◆ Leading system setup and implementation, including a new CRM system;
- ◆ Driving adoption of a continuous improvement approach; and
- ◆ Providing oversight of the HR and financial functions.

## Legal support

- ◆ Managing the contracting process, drawing on external and in-house legal support as required;
- ◆ Working closely with the our legal counsel to ensure that the Asia-Pacific offices can perform quasi-legal work independently; and
- ◆ Managing necessary office insurance and supplier contracts (with support from in-house legal support).

This position would be suitable for an experienced operations or business manager. Candidates with a consultancy background and/or experience in helping small businesses or start-ups grow their operations will be highly regarded.

## Essential

We are looking for someone who is flexible, self-starting and willing to work across a range of areas. You will need:

- ◆ A thorough understanding of business processes and operational functions;
- ◆ Strong communication and strong interpersonal skills;
- ◆ Good attention to detail and accuracy;
- ◆ A strong commitment to continuous improvement; and
- ◆ A proven track record of setting up and implementing new systems and processes.

You will be offered a competitive salary and super, as well as benefits. Final salary will take your skills and experience into account.

How to apply: To apply candidates should upload their CV and complete their application through Applied: <https://www.beapplied.com/apply/ZvEWLW0tGB>

Successful candidates will then be invited to complete a practical task, followed by an interview process. This will involve meeting staff from across the Asia-Pacific region as well as our UK head office.

Close of Applications: 11:59pm on 10 April GMT

- ◆ Applications can only be considered from Australian Citizens or those able to work freely within Australia, not requiring a visa.

To find out more about the organisation and the type of people who work in the team visit: <http://www.bi.team>

*The Behavioural Insights Team is committed to a policy of Equal Employment Opportunity and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.*