

JOB DESCRIPTION

ROLE: GROUP BUSINESS OPERATIONS DIRECTOR

LOCATION: LONDON (HYBRID)

SALARY: £80,000 - £90,000



ABOUT US_

At Talon, we provide our clients with world class service, technology, and collaboration to create exceptional OOH campaigns that deliver measurable results.

In our first 10 years, our desire to offer intelligent, creative, technology-led OOH solutions and a full-service OOH offering saw us grow into a team of over 230 people located in key cities across the globe.

We're passionate about OOH and are on a mission to drive the growth of this sector within the media industry – changing perceptions of it as a legacy medium to one that is highly effective, creative, sustainable, and measurable for our clients.

OUR VALUES AND HOW WE WORK TOGETHER_

WE ARE BOLD_	WE ARE HUMAN_	WE ARE SMART_
<p>As industry provocateurs and pioneers, we respectfully challenge the status quo, take pride in our people, big ideas and partnerships</p> <ul style="list-style-type: none">• We embrace change• We challenge respectfully• We lead the way	<p>We are a diverse collective of changemakers who value respect, fairness, and integrity and expect the same in return</p> <ul style="list-style-type: none">• We value collaboration and togetherness• We are empathetic• We embrace individuality	<p>Our trailblazing spirit and learning centric culture ensures our knowledge provides maximum value to each other and our clients</p> <ul style="list-style-type: none">• We grow and learn• We are trusted• We are mission possible

THE ROLE_

The Group Business Operations Director role a newly created role which recognises the importance of delivering operational excellence for Talon globally.

As Group Business Operations Director, you will direct the operational functions that support the end-to-end delivery process across all business units (countries) across the Talon group reporting into the Group Transformation Director. This role will manage Talon's campaign delivery function which exists to optimally execute AdTech, digital and classic (paper and paste) campaigns. You'll also be responsible for maximising the adoption and functionality of Talon's AdTech platforms.

Working with Talon's client-facing teams, this role ensures we excel at delivering a high level of service across the campaign management function for all our clients. This includes supporting as needed across administrative, reporting and monitoring activities. This role should continually be finding new ways to optimise the business operations function across the group, driving efficiency and standardisation of processes.

In this role, you will be a front facing representative of Talon Group Operations when communicating internally as well as directly to our clients, agency and media owner partners when required. You will need to manage a team across multiple business areas and geographies to ensure alignment to best practices.

RESPONSIBILITIES AND RELATIONSHIPS_

- Continually evaluate business process to ensure efficiency across the board with the aim of eliminating redundant tasks.



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- Standardise ways of working and processes across the Talon Group
- Leverage technology to automate existing manual tasks.
- Work closely with the CTO, Tech Ops Director and Product Owners to ensure alignment between business requirements and tech functionality.
- Ensure that upstream and downstream processes are being followed across the business.
- Lead and motivate your team, coaching and empowering individuals where required.
- Alongside the client-facing Business Directors, ensure we communicate effectively with our Agency/Client partners on delivery of campaigns, including where necessary attendance at external meetings.
- Oversee the management of campaigns, ensuring the delivery from media owner partners is 100% aligned to the approval from our clients.
- Work alongside the finance team to ensure smooth operations across our proprietary platform Plato and our finance system, NetSuite. Driving the identification and eradication of any errors.
- Holding upstream and downstream stakeholders accountable for adhering to approved business process.
- Establish ongoing relationships with external suppliers and customers where relevant.
- Generate innovative ideas to commercialise inhouse services, data and insights.
- Support Talon's Transformation team to deliver key projects when required.
- Onboarding any new functions take come into Talon as a result of any mergers and acquisitions.
- Manage an effective and high performing team.
- Investigate and champion projects which increase the social and environmental impact that we make for our clients / customers.
- Advocate the value of positive social and environmental impact within your team.
- Participate in projects and initiatives which drive Talon's commitment to positive social and environmental causes. E.g., charity partnerships, volunteering, carbon offsetting etc.
- Role model the Talon values and behaviours to help ensure the best possible culture and tone is set throughout Talon.

WORKING HABITS AND CORE SKILLS_

- Excellent attention to detail
- Ability to simplify complex business processes.
- Excellent people management skills, with ability to have difficult conversations when needed.
- Ability to be solutions and results orientated when issues arise.
- Thrive at managing difficult situations.
- Ability to see the bigger picture direction of the business and well as the finer detail of ways of working
- Ability to produce and deliver ideas across to ensure Talon delivers operational excellence
- Ability to drive and be an advocate for change throughout the business
- Approach the role with positivity and ability to collaborate with different functions across the Talon group

YOUR EXPERIENCE AND QUALIFICATIONS_

- Relevant experience of working within/ leading an administrative / delivery function within a media/outdoor environment
- Understanding and experience of six sigma
- Experience in liaising with tech development teams to define requirements, product catalogues and feature prioritisation
- Track record of successful business process optimisation implementation
- Experience of working in high pressure environments and managing multiple internal and external stakeholders
- Project management experience.
- Experience of leading and managing teams
- Understanding of operations functions beyond the UK



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BENEFITS INCLUDE

Pension	Enhanced maternity/paternity/shared parental pay
Life Assurance	25 days annual leave, increasing every year by 1 day up to a maximum of 30 days
Permanent Health Insurance	Birthday Leave
Private Medical and Dental cover	Voluntary/Charity leave
Access to private GP appointments	Feel Good Allowance
Smarter Working (hybrid working, flexible working hours, work from anywhere for 2 weeks of the year and an early Friday finish!)	Summer Fridays
Eye Care Vouchers	Monthly Massages
Season Ticket Loan	Cycle to Work Scheme
Home set up allowance	Training allowance



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