



Operations Manager

Job Overview:

As the Operations Manager at Mazuma, you will be 2nd in command to the Director of Operations, and be responsible for overseeing & enhancing the efficiency of our operational processes while ensuring adherence to regulatory standards relevant to the fintech sector. You will serve as a crucial link among various departments, fostering collaboration to drive strategic projects and uphold high operational standards.

Key Responsibilities:

Operational Leadership: Manage daily operational activities to ensure smooth business execution, encompassing process optimisation and resource allocation.

Compliance Management: Maintain strict compliance with all pertinent fintech regulations, including GDPR. Develop and implement compliance policies, conduct regular audits, and ensure operations align with legal requirements.

Cyber Security: Work alongside the Technical Team to ensure Cyber Security is maintained at all times, in line with GDPR responsibilities.

Strategic Implementation: Lead key projects focused on technical and process improvements. Collaborate closely with the Technical Team to align operational strategies with company objectives.

Supplier Management: Develop and maintain strong relationships with suppliers, negotiate contracts, ensure supplier compliance with company standards, and manage procurement processes effectively.

Team Coordination: Organise and lead meetings, ensuring clear communication and efficient decision-making processes. Manage and mentor the operations team, fostering a culture of continuous improvement.

Risk Management: Identify operational risks and develop strategies to mitigate them. Regularly review and adjust risk management protocols to protect company interests.

Reporting: Monitor operational performance against established KPIs, providing regular reports to the Director of Operations and other stakeholders.

Health and Safety: Work with our 3rd party supplier to ensure we are adhering to H&S requirements.



Experience required:

- Demonstrable experience in an operations management role within a regulated industry, preferably in fintech (Previous experience fulfilling the role of Data Protection officer would be a plus).
- Strong knowledge of GDPR and other relevant compliance regulations.
- Strong negotiating skills and experience with supplier and contract management.
- Proven ability to lead and manage teams in a dynamic environment.
- Excellent organisational and project management skills.
- Effective communication and interpersonal skills.

Rewards and Benefits:

- Competitive salary ranging from £35,000 - £40,000
- Pension contributions
- 23 days of holiday a year plus bank holidays
- Flexible modern working practices and working from home arrangements
- Incentives and bonus opportunities
- 2 Well-being Days
- Employee Share Ownership Plan
- Additional benefits being introduced very shortly

Why Join Mazuma?

Innovation: Be part of a company that values and encourages innovation in its approach to finance and accounting.

Career Growth: We invest in our team members and provide opportunities for professional development and career advancement.

Collaborative Culture: Join a collaborative and supportive team that values open communication and teamwork.

Impact: Your contributions will directly impact the success and growth of our firm. Mazuma is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Many of our former staff have gone on to do great things and excel in their careers, and we believe that working at Mazuma is the best place to learn and become a brilliant accountant. Be a part of our cutting-edge team and make a real impact on the lives of small business owners.

Hybrid working from Bridgend, South Wales with a minimum of two days a week in the office.

If you are interested in this position, please email a copy of your C.V. to Rae Allen - HR@mazumamoney.co.uk