

Head of Operations (Senior Manager)

C|T Group, Sydney

About C|T Group

C|T Group is an international consultancy with an exceptional track record in delivering successful campaigns for clients globally.

We are trusted advisors to business, political leaders, private family offices, and, corporations. We operate around the world, with a team of international, multi-lingual staff, deploying cutting-edge technology across all activity. And we offer a proven methodology for problem-solving: The C|T Way.

With decades of experience securing successful outcomes in every corner of the world and across multiple sectors and markets, the C|T Group knows the importance of clear information, actionable insight and results-focused strategies.

We combine expertise in research, intelligence, campaigns and advisory services.



Research

Cutting-edge research and data are at the heart of our work, providing actionable insights for clients on their challenges



Intelligence

C|T Group uses its global networks in business and politics, built over decades, to offer information to guide effective decisions.



Campaigns

We run campaign projects around the world, across all channels and platforms, to secure clients' strategic goals.



Advisory

Our advisory services help guide strategic business decisions and position clients in the best possible way to achieve their objectives.

About the opportunity

We are seeking a Head of Operations (Senior Manager) for our Australian business to support our continued growth locally and globally. This is a full-time position, based in Sydney.

Overview

This is a newly created, investment role for CIT Group. Reporting to the Managing Director, the Head of Operations will be responsible for overseeing firm operations and compliance activities for the Australian business.

This role will collaborate with senior business services leaders based in the UK including the COO, CFO, Head of IT and the Director of People and Culture.

Responsibilities

- All facets of compliance, including keeping registers up to date, monitoring and responding to changes in compliance regulations, providing training to team members;
- Working with the Director of People and Culture, and other support team members, implementing performance management structures, managing onboarding and offboarding, ensuring delivery of routine training, managing team resourcing;
- Working with the Head of IT, and other support team members, to provide oversight of IT management, upgrades and new systems rollout;
- Providing office management oversight for CIT's three offices in Sydney, Canberra and Hobart, including managing leases and servicing;
- Working closely with finance, and other relevant support team members, preparing regular reports for senior colleagues to monitor business performance;
- Managing firm sponsorships and other business marketing activities; and,
- Supporting and maintaining a culture of continuous improvement and operational excellence, contributing to the Group's internal and external priorities and overall delivery aims.



About You

The successful candidate will most likely have an operations background, however we will also consider candidates coming from legal, commercial HR, compliance, or, a strategic communications and campaigns practitioner seeking to transition to operations. Experience working in another professional services business, Government departments or political staffing would be advantageous.

The ideal candidate will be a highly driven and attentive worker who is a confident and flexible self-starter with exceptional logistical, strategic and organisational skills. A high level of attention to detail is essential, along with a proven ability to influence stakeholders at all levels, including executive leadership. The ideal candidate should possess the following:

- Excellent written and verbal English communication skills;
- Aptitude for analytical and creative thinking;
- Strong proficiency with technology, including Microsoft Office suite, particularly with PowerPoint and creating presentations;
- Strong organisation and methodical working practices;
- Excellent attention to detail, including a high level of proof reading and copy editing competency;
- Adaptability and ability to prioritise and work under-pressure;
- A high level of professionalism and confidentiality is a prerequisite;
- Whilst experience in compliance would be beneficial, it is not essential.





Q&A with Catherine Douglas

Managing Director
Australia at C|T Group

What can you tell us about the vision and strategy for C|T Group?

C|T Group has enjoyed a successful growth journey since being founded in 2002. I stepped into the Managing Director, Australia role 9 months ago and have a mandate for continuing that growth trajectory with an ambitious target over the next 5 years.

We aim to have all global practice areas in full operation. Our research, campaigns and advisory businesses are well developed and we see huge opportunity for our intelligence practice area. We are a group of team players and collaborators across all offices and cross-border work will continue to be a core part of our future strategy.

What do you enjoy about working at C|T Group, and, how would you describe the culture?

We have created an exciting and highly dynamic environment at C|T Group. I enjoy working with such a fantastic group of people here in Australia as well as globally. Everyone is at the top of their game working on agenda moving issues that really matter in the world around us. Our CEO, Sir Lynton Crosby, is truly inspirational and has built a world-class, loyal and committed team around him globally of which I am proud to be a part.

Our Australia-based team of approximately 40, the bulk of whom are based in Sydney, are highly engaged and collaborative. We have an open-plan office space in the heart of the CBD and are a group of people who really enjoy being present in the office working together. We have a strong sense of team, togetherness, forward-momentum and purpose.

It is important to me as MD of the Australian business to engender a culture of open communication and a no-nonsense approach. We will continue with our growth journey, whilst remaining an agile business that can make decisions, make things happen and have an impact at pace. Celebrating wins, development and mentoring are all important to me and the culture of our business. As we grow, I anticipate seeing our people enjoy satisfying career journeys within C|T Group and the person moving into this role will be no different. I can see a path ahead for how this role may grow with us in remit and seniority.

What are the key things you look for in people joining your team?

The most important factors for us when we bring new people into our business are attitude, aptitude and personality. Our environment suits people who like

to get things done, to achieve and move on to the next thing. This role is newly created and so will require a self-starter who can take the reins of projects and deliver improvements to our operations in a cohesive and inclusive way. I like to hire people who are great communicators, who invest in and enjoy building relationships, who are commercial, team players, who have an opinion, demonstrate both influencing skills and initiative, and importantly, are impactful. There is plenty of permission and opportunity within C|T Group – come and take it!

What do you predict the day to day of this role will look like?

No two days will be the same. This is a highly dynamic environment. We are not bureaucratic but have identified the need for some structure and systems in operations areas to support the continued growth of the business and manage risk.



How to apply

CIT Group has recognised the strategic importance of this role and have invested in a talent search campaign with Seldon Rosser.

To express your interest in this opportunity please contact
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ctgroup.com seldonrosser.com