



# Director of Operations

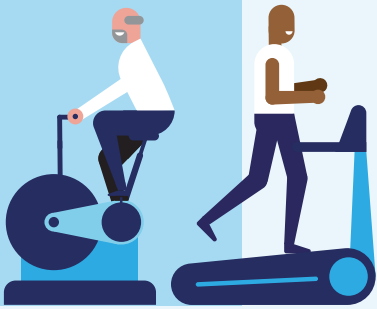
June 2025



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A selection of  
Campbell Tickell reports

# Your Application

Thank you very much for your interest in this position. On the following pages, you will find details of the role and the selection process, to assist you in completing and tailoring your application. In order to apply, you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages
- A supporting statement explaining why you are interested in this role, demonstrating how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages

Please note we will be looking at applications on an ongoing basis and as such we would urge you to submit your application sooner rather than later.

Do call me if you would like to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards,

*Hayley Sheldon*

**Hayley Sheldon**

Search Consultant

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# Welcome to Campbell Tickell

Dear Applicant,

We are delighted you are considering joining the Campbell Tickell team.

We're an unusual combination: a multidisciplinary leadership consultancy, providing a broad range of high level consulting and recruitment services and support, operating across a variety of different markets and sectors.

As for the quote above, well in our case it's true! You might think we would say that, wouldn't we? So here are some facts.

- We've been in business for over 25 years; we've never posted a financial loss; and we've never had to take on debt.
- Our in-house team has grown to 55, and we have an extensive network of around 100 specialist associate consultants.
- We've just been ranked by Consultancy UK for the third year running as a 'Top Consultancy', with six awards at Diamond, Platinum and Gold levels alongside many of the biggest names out there, and receiving the highest level award for housing consultancy, and the next level for local government and for non-profits consulting.
- Our interim management services have just received a Gold ranking from the Institute of Interim Management.
- Our latest stakeholder survey demonstrated outstanding results, such as 4.85 out of 5 agreeing "CT people always respond positively and creatively when I take a

problem or challenge to them"; 4.83 for "CT provides us with tailored solutions based on robust challenge and clear evidence"; and 4.79 for "CT comes across as an honest, straightforward and ethical business that cares about people and social issues".

- We are a 'B Corporation', independently assessed as meeting high standards of social and environmental performance, transparency and accountability.

We are a dynamic and diverse team, committed to offering leading edge solutions to the challenges faced by organisations of different types and sizes. We have a particularly strong focus on values and social purpose. Many people describe us as strong on thought leadership, and committed to delivering positive results – and not just on account of our gongs and awards. But we aren't content to leave things as they are, and this newly established post of Operations Director is at the heart of our work to strengthen and grow the business.

Broadly, we operate three main teams in the business: consultancy in a number of disciplines; executive and non-executive recruitment (both permanent and interim); and central services. We have created this role in order to lead those central services – finance, HR, company secretarial, IT, office management and facilities – and ensure these function effectively and enable our consultancy and recruitment operations to thrive, and facilitate our business development, based on effective and streamlined systems and processes.

We are presently engaged on a change programme – 'CT Reset' - to ensure we maximise our efficiency, our competitiveness and our bottom line returns, to provide the strongest possible platform for sustainable growth in a sometimes uncertain and challenging environment. You will be at the forefront of turning these changes into reality and supporting the further development of our operations.

You will bring a combination of drive and ambition, intelligence and empathy. You'll be comfortable facing a variety of challenges and you'll likely have held a similar or comparable role in the past. You will demonstrate commercial nous, strategic focus, creativity and an eye for detail. You will be used to running an internal finance operation and have strong understanding of people leadership, together with other areas of corporate services.

To find out more, please speak to my colleague **Hayley Sheldon** – [hayley.sheldon@campbelltickell.com](mailto:hayley.sheldon@campbelltickell.com).

We look forward to hearing from you



**Greg Campbell**  
Partner



**David Williams**  
Partner



# Who Are We?

Campbell Tickell is an expert leadership consultancy for organisations tackling the challenges that shape lives, communities, and futures. From housing to health, regulation to regeneration, we work with ambitious leaders to navigate complexity, build stronger institutions, and deliver meaningful, lasting change. Our roots are in social purpose, and we bring that same depth, integrity and rigour to every project — across sectors and across boundaries.

Clients trust us not just for what we know, but how we work — open, honest, collaborative, and unafraid to challenge. We're modernising how we operate too: embracing AI to improve productivity, simplifying systems, and turning data into sharper insights and faster decisions. As we grow, we're investing in the next generation of talent, creating a consultancy defined not just by individual brilliance but by the consistent quality of the experience we deliver.



**Our goal is simple:** to be the first call when leadership really matters.



## OUR CORE VALUES

### Courageous

- Doing what's best, not what's easiest
- Embracing challenges
- Growing and developing, and supporting our clients in the same

### Truthful

- Telling it like it is — with tact
- Challenging mediocrity
- Seeking and offering constructive feedback from clients and colleagues

### Trusted

- Delivering work to a consistently high standard
- Taking responsibility for our work and for CT
- Taking ownership and putting things right

### Creative

- Looking for new and improved ways of doing things
- Bringing energy to our work
- Proactively solving problems

### Collaborative

- Supporting our clients and each other
- Communicating effectively with active listening
- Sharing information and learning

We are not simply in this business to make money. Yes, we are a commercial operation, but we care about the quality and standards we deliver; we are an ethical organisation who wants to make a difference and aims to add value.





# Job Description

**Job title:** Operations Director

**Salary:** c.£100,000–£110,000 per annum plus potential bonus up to 15% of salary

**Location:** Central London/Hybrid (office presence required 2-3 days/week)

**Type:** Full-time, Permanent

**Reporting to:** The Partners

**Line management:** Business Manager (and team), Finance Business Partner (and team)

## Why this role matters

This is a rare opportunity to shape the operational future of a sector-leading consultancy at a defining moment of transformation. We've already begun work to redesign our operating model, with clear alignment and ownership from the Board. As Operations Director, you will lead the implementation of this strategy—embedding the rigour, structure and culture needed to scale sustainably.

We're looking for someone who thrives in complexity, sees structure as a lever for impact, and can galvanise teams around scalable, commercial ways of working.

## Purpose of the role

The Operations Director will be a key member of the SMT (Senior Management Team), accountable for embedding operational rigour and enabling sustainable growth. With oversight of finance, business management and operations, HR and employment, they will ensure effective, scalable systems and processes underpin all core business functions.

This is not a practitioner role, but one for an experienced, commercially astute leader with a proven ability to design and implement operational structures that support scale, profitability, and high performance in a leadership consultancy setting.

## Why join Campbell Tickell?

We're a highly respected award-winning leadership consultancy with deep sector expertise, a strong client base, and a unique culture. As we move into our next phase of growth, this role will be pivotal to embedding the systems, structure, and performance management needed to scale sustainably while delivering impact.



# Role Profile

**Responsible to** Partner

**Line manages** Business Manager  
Finance Business Partner

## Role purpose

- A. To lead Campbell Tickell's corporate services operations, ensuring the business has high-performing teams through excellent systems, processes and capabilities for finance, people, risk and assurance, data, digital and technology, and physical assets in order to deliver CT's purpose and strategy, demonstrating quality and impact.
- B. To contribute to CT's strategic aims through the Senior Leadership Team by pioneering and transforming systems and processes that deliver a respected, modern, highly effective and trusted organisation congruent with CT's values.
- C. To work alongside the Partners and Directors in managing and developing the company and promoting its values and culture.

## Key accountabilities

1. Provide expert professional advice and ensuring effective decision making by the Senior Leadership Team particularly in respect of financial risk, compliance and assurance.
2. Lead, develop and manage CT's financial strategy, budgeting, forecasting and reporting processes, systems and services in order to meet strategic and operational business plans, enabling expert and prudent financial management.
3. Ensure income generation operates efficiently and effectively, including timesheeting and ensure billing accuracy.
4. Collaborate with account leads to maintain accurate CRM data and ensure reliable monthly forecasting. Track key financial and operational KPIs, providing regular updates to the leadership team.
5. Lead the maintenance and development of a culture of continuous improvement within CT in order to meet strategic goals and increase efficiency, productivity, and scalability.
6. Ensure clarity of roles, responsibilities, and accountabilities across the business. Establish and enforce robust systems for utilisation tracking, and capacity management.
7. Lead the development and implementation of CT's systems, processes, culture and practice in people, finances, resources and technology, in line with organisational values and to drive operational excellence.
8. Ensure all internal policies, procedures, and controls are fit for purpose, up-to-date, and embedded across the business.
9. Responsible for CT's legal, regulatory and contractual compliance and quality assurance, including ownership of risk management and mitigation processes.
10. Maintain oversight of all accreditations – B.Corp, Living Wage, Disability Confident etc - to ensure that CT remains accredited.
11. Oversee the maintenance, care and provision of CT's office and other facilities, ensuring we provide a modern working environment to support staff productivity and wellbeing.
12. Be accountable for the use of technology and provision of IT services.
13. Ensure CT's business strategy, processes, practice and culture enable diversity, equity and inclusivity internally as an employer and externally with clients and other stakeholders.
14. Take the lead in supporting and developing the company's approach to people and HR matters.
15. Manage staff teams in accordance with the company's people and HR framework. Providing clear and inspiring vision and direction.
16. Undertake continuing professional development for self as appropriate and support learning for CT colleagues.
17. Undertake all work in accordance with the company's code of professional conduct, equality diversity and inclusion policy, health and safety policy, and all other relevant policies and procedures.
18. Carry out any other appropriate tasks as required by the Partners.

# Person Specification

## Knowledge and experience

### Essential

- a. A calm and stable leadership style, pragmatic and solutions-focused, while holding team members to account.
- b. Significant experience in senior operations leadership roles, ideally within a consultancy, agency, or professional services environment.
- c. Demonstrable commercial acumen and strong financial forecasting skills; proven ability to work with and interpret complex financial information and accounting processes, with the ability to communicate these to those without a financial background.
- d. Experience of setting and monitoring budgets at an organisational level and of developing and reviewing business plans, with confidence challenging norms in budgeting, forecasting, and margin management.
- e. Experience of and passion for optimising and streamlining operations, systems, and processes and continuously working to improve operational efficiency.
- f. Extensive experience of strategic management at Director/ Board level.
- g. Experience leading multi-disciplinary teams with finance and operations specialisms.
- h. Successful experience of managing teams across a range of disciplines, including finance, people and culture, technology, compliance, data protection, project management and facilities.

- i. Demonstrable experience of leading projects, programme and project management expertise and understanding of change management processes including risk management, impact monitoring and evaluation across a business.
- j. Evidence of networking and managing relationships with senior officials and directors/CEOs in other organisations.
- k. Excellent written communications, interpersonal and presentation skills.

### Desirable

- l. Recognised financial management qualification (ACA, ACCA, CIMA, CIPFA or equivalent).
- m. Recognised HR qualification.

### Skills and abilities

- a. Excellent written communications, with the ability to present complex information clearly, succinctly and persuasively.
- b. Strong oral communications and listening skills, with the ability to present effectively to a range of audiences using different media.
- c. Ability to analyse ranges of strategic options at both high level and delivery level.
- d. Ability to deliver and manage multiple projects simultaneously, achieving consistency in high standards of delivery within deadlines and budgets.
- e. Negotiating and influencing skills. Adept at managing complexity and influencing diverse stakeholders.
- f. Good at exercising judgement.

- g. Strong attention to detail.
- h. Strong IT skills, include knowledge of MS Word, Excel and PowerPoint.

### Personal behaviour and style

- i. Aligns with the company's values.
- j. Committed to working commercially with organisations that seek to deliver social value.
- k. Strong meeting leadership, and willingness to debate positively, while publicly supporting decisions made.
- l. Ensures consideration of best practice in equity, diversity and inclusion in employment, service provision and external engagement.
- m. Works independently, is self-servicing and uses initiative to take decisions (as delegated and within the company's policy framework).
- n. Is flexible and able to work on a hybrid basis – using the office base (2-3 days per week), working remotely, and being out and about as needed.
- o. Demonstrates energy, drive, enthusiasm and commitment.
- p. Motivated to build and develop the role and its impact.

### Additional desirable criteria

- q. Delivery experience in organisational development and business transformation.
- r. Experience of working in a management consultancy environment.
- s. Track record of growing a business stream.

# Principal Terms & Conditions

## The role

Director of Operations

## Work location

Our office location is in Clerkenwell, London (nearest stations Farringdon and Chancery Lane).

Under our hybrid working policy, you will be expected to work from our office location part of the time (normally two or three days per week). The remaining time you may work remotely, and we will provide the equipment needed to enable you to do that and access our systems. During your probationary period, and otherwise at our discretion, you will normally be expected to attend the office more than 2 days a week.

Travel will be required to any other offices of the company or clients' offices, meeting locations, conference venues etc. and other locations. Campbell Tickell works throughout the UK and Ireland.

Reasonable travel and associated costs will be met for travel between offices and other necessary locations. We will not normally reimburse travel from home to our offices.

## Salary

c. **£100,000–£110,000** per annum plus potential bonus up to 15% of salary

Following successful completion of your probation (see below), you will be eligible for **a bonus of up**

## to 15% of basic salary per year.

This is subject to (a) company financial performance, and (b) your individual performance, and bonus is not guaranteed. Note that it is not consolidated into your basic pay.

Salaries are reviewed annually with effect from 1st April. No increase is guaranteed.

## Hours of work

The basic working week is 35 hours. However, this is a senior role and it may not always be possible to complete the work reasonably required within a 35-hour week.

## Annual Leave

25 days, plus public holidays. This rises by one day per completed year of service, up to a maximum of 30 days, plus public holidays.

We additionally offer enhanced maternity and parental leave; and up to two days' a year paid time off for charity volunteering.

## Pension and other benefits

The company offers a salary exchange pension scheme, with an employer contribution that matches employee contributions up to 5%.

The company offers health insurance for employees that have successfully completed their probation. This is available for employees and their dependents, and the company meets the cost of the premiums, though it is classed as a taxable benefit.

We provide death in service insurance, set at the equivalent of two years' salary.

In addition, we offer a range of other benefits, including a homeworking allowance, electric car leasing scheme (following completion of probation), payment of professional subscriptions, and wellbeing benefits.

## Probationary period

The probationary period is six months, with probationary interviews at three and six months. In the event of the postholder's performance being judged as satisfactory, their employment could be confirmed at an earlier point. In the event of performance not achieving a satisfactory standard, the probationary period may be extended for a further period, or the position may be terminated.

## No smoking

A no smoking policy operates in the office.

## Notice period

During the probationary period, the notice period on either side is one month. After successful completion of the probationary period, there will be three months' notice on either side.

*Please note that an offer of employment will be subject to satisfactory references and ability to work effectively from home.*

# Key dates and Selection Process

**Closing date:** Friday 18th July 2025 at 9am

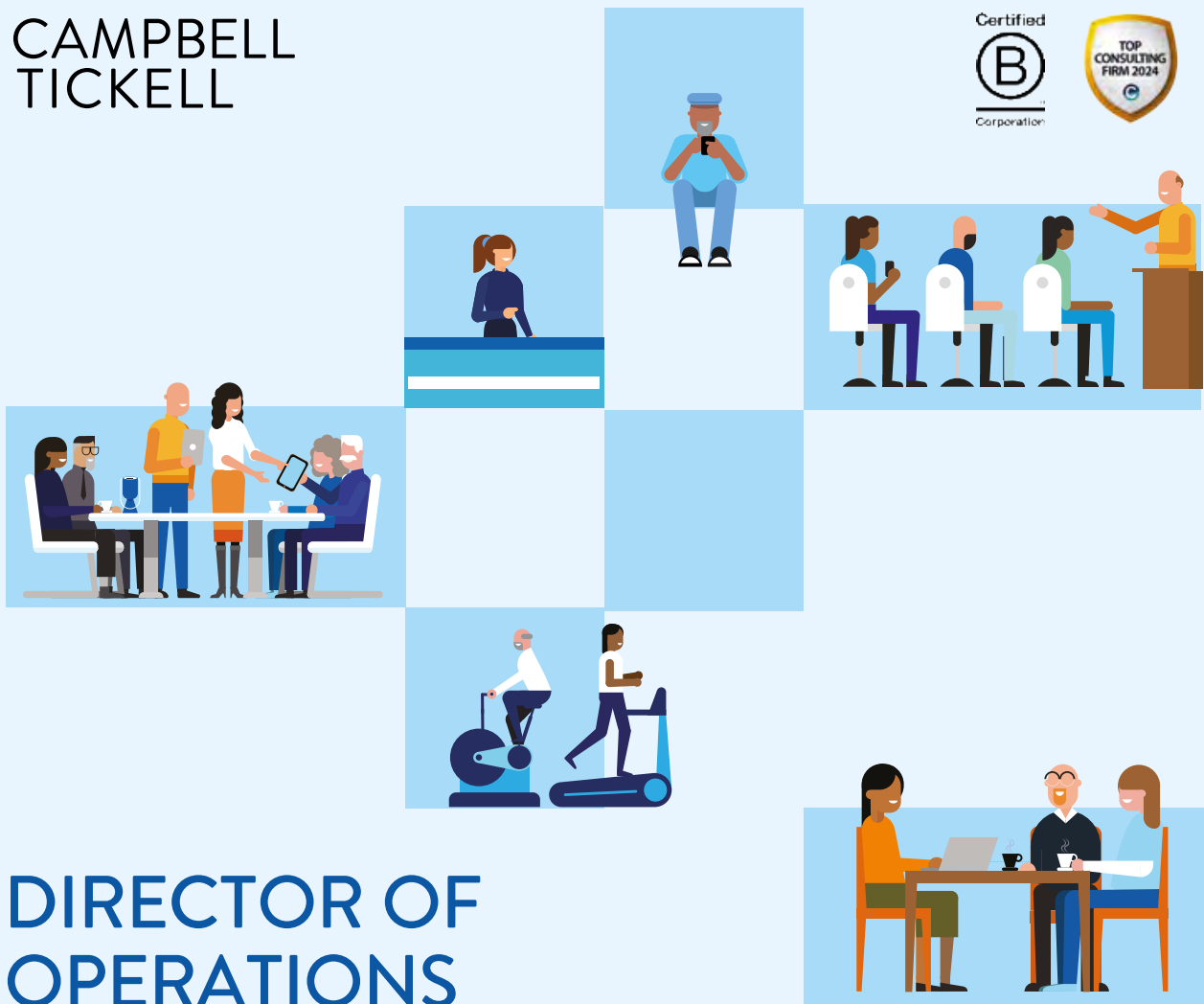
**First interviews:** Tuesday 22nd July 2025

**Final stage:** Tuesday 5th August 2025

*If you are unable to participate on any of the identified dates for interviews, please do speak to Campbell Tickell before making an application*



# CAMPBELL TICKELL



## DIRECTOR OF OPERATIONS

c.£100,000–£110,000 per annum plus potential bonus up to 15% and benefits  
Central London/hybrid

Campbell Tickell is a multidisciplinary leadership consultancy with over 25 years of success across housing, local government, non-profits, and beyond. We're proud to be a B Corporation, known for our thought leadership, values-driven culture, and award-winning consulting and recruitment services.

We're now seeking an Operations Director to lead and strengthen our central services – including finance, HR, IT, office management, company secretarial, and facilities. This is a newly created role at the heart of our business transformation programme, CT Reset, which is focused on driving growth, efficiency, and innovation.

You'll bring strategic oversight, operational excellence, and commercial acumen, alongside strong people leadership and a passion for social purpose. You'll be experienced in running internal operations and have the intelligence, empathy and drive to thrive in a dynamic, values-led environment.

This is a rare opportunity to shape the future of a respected consultancy ranked multiple times by Consultancy UK and the Institute of Interim Management. Join a diverse, ambitious team committed to making a real difference.

As an experienced and innovative practitioner you will know that this is work that requires a high level of diligence,

emotional intelligence, as well as sound judgement. In this setting, in our friendly and supportive team, that cares about the quality of what we do, it will also be hugely rewarding. Get in touch to find out more.

You can download a job pack from [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs).

To arrange for a further discussion with a senior colleague, please contact: **Hayley Sheldon**, search consultant on [hayley.sheldon@campbelltickell.com](mailto:hayley.sheldon@campbelltickell.com) 07931 432 070.

**Closing date:** Friday 18th July at 09:00am

Reimagining | Resilience | Recovery

[www.campbelltickell.com/jobs/](http://www.campbelltickell.com/jobs/)

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# CAMPBELL TICKELL

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