

Business Operations and Services

Business Operations and Services is the department responsible for overseeing goods and/or services, ensuring that the business operates and uses its resources efficiently and is effective in meeting the customer's needs. Specific areas in larger financial business such as a building society include:

- Business services which covers a range of things such as managing the onsite facilities.
- Business projects, which makes sure the main aims and purpose of a planned project are met.
- Customer operations manages parts of the business that work with and affect the customer. An example of this role within a financial services company may include ensuring all customers receive information about the services their local building society branch offers.

Some of the main roles that fall under Business Operations and Services, include:

- Operations Manager
- Project Manager
- Support staff – these individuals support the entire business and are classed as a business service

Operations Managers

An Operations Manager will be in charge of a range of things and will work with other departments and external suppliers (other companies) to gather feedback and ideas to help the business run more cost efficiently (i.e. cheaper) and effectively (providing the same service in the best possible way). Larger business may employ a number of people in this role.

Salaries will vary a lot depending on the type of company, but can start at around £30,000 reaching up to £50,000 or more.

Project Managers

A Project Manager is responsible for setting the project objectives (what needs to be achieved); setting the timeline for each part of the project; ensuring that the project is completed within the agreed budget and managing any risks or complications that might occur (e.g. ensuring that each part of the project has a backup plan).

Salaries vary a lot depending on the type of business and the project details but can start at around £30,000 rising to £55,000 or more depending on the business and industry.

Support staff

All provide valuable services to the entire business helping to ensure it is running efficiently. Exact duties will vary according to the type of business, job title and department, but some of the main roles include secretaries; personal assistants; administrative assistants and mailroom staff.

Salaries vary depending on job title, experience and qualifications.

Employability SKILLS

There are a number of skills needed to be able to work in Business Operations and Services, including:

- Teamwork
- Dedication and the ability to meet targets (goals)
- Great communication and numeracy skills
- Excellent managerial and people skills
- Good organisation and time management
- A positive attitude
- A good understanding of the needs of the business.