



## **Operations Manager**

### **Job Description**

Perfect Portal are searching for an experienced Operations Manager whose duties will include supporting the UK and Australian business with production planning and implementation processes and ensure key performance indicators (KPIs) are in place and work with the exec team to ensure targets are met. Your key objective will be to ensure that all staff have everything they need to complete their roles and hit their Top 5s. In order to support our Australian business, you will be required to be flexible and attend meetings outside of your normal working hours.

You will be responsible for ensuring that Perfect Portal's clients' needs are being met and they are placed at the heart of what you do and that every day runs smoothly from a customer service perspective and consult with clients to identify improvement opportunities for using Perfect Portal better, including how to implement those improvements.

You will assist with the support of the Account Management and Product Teams in strategy and business planning ensuring Perfect Portal's clients are using all components of the software which will also include coordinating the implementation of integrations with their case management providers. You will be required to have a direct dialogue with the clients in order to ensure projects are being delivered in conjunction with their Account Managers.

You will be responsible for processes being followed and that teams are facilitated collaboratively to continuously improve these processes, providing seamless project roll out of new features and ensuring efficient client delivery and relationship management.

You will be required to analyse our client base to discover potential opportunities to implement and/or upsell additional features and products and liaise with Head of Account Management to ensure Top 5's are put in place to ensure this is achieved.

You will assist new business sales and account management with any knowledge/software related questions.

### **Skills & Requirements**

#### **About You**

The successful candidate will be one that demonstrates good experience in operations management as well as the attributes and skills required to fulfil the role. Attention to detail is crucial to the role. Proven working experience in operations management, operations and/or general management is essential for becoming an operations manager and formal qualifications are handy but not essential.

You will need to be strategic with a focus on the day-to-day execution to ensure what needs to happen does happen.

You will be required to use your experience together with your understanding of the legal market to help clients get the most out of their Perfect Portal investment.

### **Skills needed**

The ideal candidate will possess the following:

- Excellent communication and negotiation skills
- Data processing skills
- Exceptional attention to detail
- Ability to change
- Practical skills
- An innovative approach
- Project Management skills
- Tech savvy
- Possess a friendly and patient disposition
- Be empathetic and a good listener
- Enjoy problem solving
- Be highly organised and self-disciplined

### **About Perfect Portal**

Perfect Portal is an award-winning digital onboarding and client-centric solution for Law Firms. Perfect Portal enhances the Law Firm's client experience with a fully branded mobile app that supports every area of law with integrated features from VOI, VOF, payment on account, e-signatures, matter updates as well as the completion of TA forms.

We help our clients improve their new business efficiencies across all departments with website lead intake forms, conveyancing quote calculators and smart dashboards that ensure nothing slips through the cracks. Our cloud and app-based secure systems also drive early client engagement, increasing conversion rate, speeding up the transactions whilst ensuring all parties involved are updated on matter progress.

We offer market-leading technology that is continuously evolving to ensure that our law firms remain one step ahead of their competitors.

Perfect Portal currently services 4,000 law firm users and is growing at a rapid rate and has to date, facilitated its firms in generating 1.7 million leads. Our client base includes major firms in the UK including firms registered as a Legal Top 500 Firm.

Perfect Portal is a part of the ATI Group. ATI's great success Globally is only the starting point in our ambition to be the best provider of digital onboarding software and solutions in our market in the world.

Visit [www.perfectportal.co.uk](http://www.perfectportal.co.uk) for more information.

### **Why Should I Apply?**

Perfect Portal is an equal opportunity employer and is committed to excellence through diversity. We have a high-performance culture and we're unapologetic for demanding the best because we know that's what sets us apart. We expect wholehearted enthusiasm, excitement and an effort that overshadows any feeling of obligation - because it's not a job with Perfect Portal, it's a love for what you do.



To be part of our team you need to be intelligent, dedicated and determined to make a difference to the lives of the clients we serve each and every day. Life at Perfect Portal is not for the fainthearted - we're looking for people who fire on all cylinders and face challenges head on.

**At Perfect Portal we offer:**

- Terrific benefits - fresh fruit, coffee, tea & breakfast is supplied daily
- A fantastic culture - open communication, great work/life balance, a high performance, and friendly work environment
- Rewards & recognition - probation celebrations, all-staff birthday and service anniversary celebrations and referral schemes
- Employee Share Scheme – opportunity to participate in the future growth of Perfect Portal
- Pension Plan – contribute to your retirement

Perfect Portal is a young and vibrant company who can offer you a genuine career. This is a great opportunity to be a part of our dynamic and motivated Team.