

Operations Manager - Staffing & Operations

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Company: Kearney Italia, Inc.

Location: united arab emirates

Category: other-general

Operations Manager - Staffing & Operations Operations Manager - Staffing & Operations
Full-time Abu Dhabi, Dubai Job Description Position Title: Operations Manager Middle East
Reports to Administratively: MEA Staffing & Operations Director Reports to Functionally: MEA
Staffing & Operations Director Purpose of Position: Manage the full Operations scope
including processes and tools from job opening to revenue tracking and reporting across
the Kearney ME unit. This role will collaborate with key interfaces: – Practice leaders,
Partners and Principals– Finance function Primary functions and responsibilities: Overall
Function leadership · Lead Operations department with day-to-day · Act as the secondary point of
contact for the MEA regional leadership, Partners and Principals, and key business partners
as well as other global stakeholders in all Operations matters. Support the director in
function. · Identify and suggest continuous improvements e.g. process improvements,
automation, new projects, etc · Coach, train and support developing the team of Operations
team members across different levels of seniority · Ensure training programs are developed and
completed · Support regular communication across all Operations topics and stakeholders
Business planning: Ensure maintenance of project pipeline and revenue forecasts in
collaboration with the Finance function · Lead monthly preparation of the unit revenue
forecast · Monitor our top line revenues and report to leadership on deviation vs forecasts · Provide
visibility on month-end landing results and subsequent variances vs forecast · Support cost to
completion forecast and monitor project budget management Proactively flag any business
risks identified to leadership and suggest corrective actions to rectify Capacity management:
In collaboration with HR, develop and implement capacity management tools and

processes to optimally steer the number and mix of consultants to best serve the business needs in the long and short run · Lead analysis of expected demand and supply and define expected gaps · Develop and implement appropriate transparency, analytics and reporting tools to measure unit realization and profitability levels across billable resources and practices Develop instruments to maximize realization & avoid revenue slippages· Ensure timesheet compliance for all billable staff· Lead the management of control and paperwork of engagements Ensure project officers comply with Finance policies for job codes opening, insuring revenue and bookings recognition· Collaborate with Finance and Legal department on job opening / closing processes · Implement new policies when needed Compliance Lead implementation of Operations policies, processes and guidelines, and ensure their consistency· Ensure proper usage of existing tools like SAP in the unit Support Practices in Invoicing and cash collection implementing tracking, reporting· Client Master: maintain the most up-to-date client records including Practice allocation, Client officer, etc Staffing & Operations Initiatives · Senior time process · New Forecasting tool implementation· Internal S&O Tools Automation · Investment tracker Knowledge and skills requirements: Strong interpersonal skills, ability to communicate and present at senior levels Understand specifics and dynamics of Staffing & Operations activities Must have an analytical background, a mix of business sense, HR and Finance understanding Pragmatic and well-organized with attention to details Pro-active and self-managing with ability to react and adapt to change quickly Must have an analytical background and be able to accurately run analysis, reporting, use analytical tools such as MS Excel Strong business sense Education: Previous Experience: Relevant work experience in a professional, corporate environment. Preferably an international firm Language Requirements Share: Message from Alex Liu “For me, it’s essential that we serve our clients very well, but to do that we need to have a culture that allows you to be yourself.” Hear more about Kearney life from our Managing Partner and Chairman, Alex Liu.

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