

**Job Title:** Operations Manager  
**Department:** Operations  
**Reporting to:** Operations Director  
**Date:** May 2026

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### **Role Purpose**

The Operations Manager is responsible for the effective day-to-day delivery of Cobweb's Support and Managed Services operations. The role ensures that services run smoothly, predictably and in line with agreed standards, priorities and capacity, with a strong focus on execution, control and service quality. Acting as the operational anchor for daily delivery, the Operations Manager ensures customers experience consistent, reliable service from initial transfer to Support through to steady-state managed service support.

A core focus of the role is managing end-to-end service flow across operational teams, ensuring clean handovers, minimal friction and clear ownership between Support, Managed Services, Onboarding and Professional Services. The Operations Manager leads operational performance through their direct reports, translating objectives into clear weekly and monthly delivery plans, balancing competing priorities and ensuring SLAs and service quality targets are consistently met. The role also provides clear operational insight through accurate reporting, proactive issue management and effective escalation.

The Operations Manager plays a key role in continuously improving service delivery and team effectiveness through disciplined process adherence, continuous improvement and the practical use of AI and automation. The role is accountable for reducing rework, avoidable incidents and manual effort, while improving consistency, efficiency and customer experience. Working closely with the Operations Director and other senior stakeholders, the Operations Manager ensures operational delivery remains aligned to Cobweb's service model, compliance requirements and growth objectives, while building capable, resilient operational teams.

### **Key success criteria**

The key success criteria for the role are:

- Consistently reliable day-to-day service delivery across Support and Managed Services with work flowing smoothly, predictably and within agreed standards and capacity.
- Strong end-to-end service flow and coordination, resulting in clean handovers between teams, reduced friction, minimal rework and fewer avoidable delays or incidents.
- Sustained achievement of operational performance targets, including SLAs, backlog control and service quality metrics.
- Visible improvements in efficiency and service quality through disciplined process adherence, continuous improvement, and the practical use of AI and automation to reduce manual effort.
- Clear operational insight and control, demonstrated through accurate reporting, proactive risk and issue management, and timely, effective escalation where required.

### Ideal Candidate

The ideal candidate will be an experienced, delivery-focused Operations Manager with a strong background in managing day-to-day service delivery within a managed services or technology-led environment. They will have a proven track record of keeping complex operational functions running smoothly, balancing service quality, customer experience and capacity across Support and Managed Services. Comfortable operating close to the detail, they will bring structure, pace and discipline to daily operations, ensuring priorities are clear and delivery is predictable.

They will be a confident people manager who leads through clear expectations, coaching and accountability, and who is comfortable managing through direct reports. The successful candidate will demonstrate a continuous improvement mindset, with practical experience simplifying delivery through better processes, automation and the effective use of AI within operations. Collaborative and pragmatic, they will work closely with peers across the business to ensure joined-up delivery, while maintaining a strong focus on operational performance, customer outcomes and compliance.

This is a full-time position based in the UK but will require occasional travel to customer sites, industry and company events, including occasional international travel, as required. The role offers hybrid working, with a typical pattern of four days in the office and one day working from home.

To undertake ad hoc tasks or other duties as required for the role.

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### Primary Accountabilities

1. **Day-to-day operational delivery** – own the effective day-to-day delivery of Support and Managed Services operations, ensuring services run smoothly, predictably and in line with agreed standards, priorities and capacity.
2. **End-to-end service flow management** – manage the operational flow from the initial transfer to Support through to steady-state support and managed service delivery, ensuring clean handovers and minimal friction between teams.
3. **Support operations leadership (via Support Manager)** – be accountable for Support performance through the Support Manager, ensuring SLA achievement, quality of resolution, effective escalation handling and consistent customer communication.
4. **Managed Services performance & consistency** – own the operational performance of the Managed Services function including out of hours. Ensuring proactive service delivery, platform health, standardisation and reduction of avoidable incidents.
5. **AI-enabled operational efficiency & service quality** – be accountable for improving service delivery performance through the practical use of AI and automation within day-to-day operations. Actively identifying inefficiencies, reducing manual and repetitive work, and embedding improved, automated ways of working that enhance service quality, consistency and team effectiveness.

6. **Operational planning & prioritisation** – translate operational objectives into clear weekly and monthly delivery plans, actively managing competing priorities across incidents, service requests and proactive work.
7. **People leadership & team effectiveness** – lead and manage operational direct reports, ensuring clear expectations, performance management, coaching, skills development and resilient team structures to ensure the achievement of business objectives.
8. **Operational quality & customer experience** – own the quality of operational outputs and customer experience across all managed teams, reducing rework, complaints and service failures through disciplined execution.
9. **Process adherence & continuous improvement** – ensure agreed operational processes, playbooks and standards are consistently followed and drive continuous improvement initiatives that simplify delivery and improve efficiency.
10. **Operational reporting & insight** – provide clear, accurate operational reporting covering SLAs, backlogs, managed service health and emerging risks, enabling informed decision-making.
11. **Risk, issue & escalation management** – proactively identify operational risks, delivery issues and capacity constraints, owning resolution within remit and escalating appropriately when thresholds are exceeded.
12. **Cross-team coordination & alignment** – act as the operational point of coordination between Support, Managed Services, Onboarding, Professional Services and other business functions to ensure joined-up delivery.
13. **Operational compliance & standards** – ensure teams operate in line with Cobweb policies, security requirements and quality standards, supporting audits and evidence gathering where required.

To undertake ad hoc tasks or other duties as required for the role.

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### Personal Attributes (required role behaviours)

- **Strong operational ownership** – takes responsibility for day-to-day delivery and follows issues through to resolution.
- **Highly organised and structured** – able to plan effectively, manage competing priorities and bring order to busy operational environments.
- **Decisive and pragmatic** – makes timely, well-judged decisions in the face of competing demands and constraints.
- **People-focused manager** – builds effective teams through clear expectations, coaching, feedback and consistent performance management.
- **Continuous improvement mindset** – actively looks for ways to improve efficiency, quality and consistency through better processes and automation.
- **Customer-centric** – consistently considers customer experience and service quality in operational decision-making.
- **Collaborative and communicative** – works well across teams and functions, ensuring alignment and clear communication.
- **Calm and resilient** – remains composed under pressure, particularly during incidents, escalations or periods of change.

## Qualifications, Experience, Knowledge and Skills

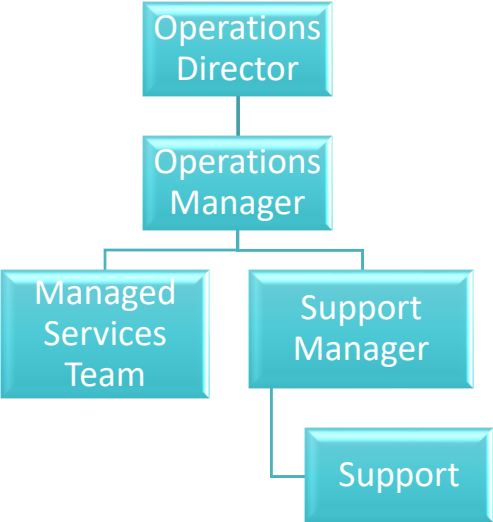
### Essential

- Proven experience in an operational management role within a managed services, IT services or technology-led environment.
- Demonstrable experience owning day-to-day service delivery across functions such as Support, Managed Services or similar operational teams.
- Experience managing direct reports including team leads or managers, including performance management, coaching and skills development.
- Proven track record of driving proactive improvements and change to deliver tangible business benefits, whilst ensuring stakeholder buy-in.
- Strong operational planning and prioritisation skills, with experience balancing incidents, service requests and proactive work.
- Experience working within defined operational processes, service standards and quality frameworks.
- Ability to produce and interpret operational reporting, including SLAs, backlogs, service performance and delivery risks.
- Strong communication and stakeholder management skills, with experience coordinating delivery across multiple teams and functions.
- Experience of using a recognised commercial CRM and recommending improvements to improve business efficiency.

### Desirable

- Experience working within a Microsoft-focused MSP or cloud services organisation.
- Familiarity with IT service management and quality standards (e.g. ITIL, ISO 9001, ISO 27001 or similar).
- Practical experience improving service delivery through automation, tooling or AI-enabled operational improvements.
- Experience supporting audits, evidence gathering or compliance activities within an operational environment.
- Experience contributing to service improvement initiatives, standardisation efforts or scaling operational delivery as the business grows.

Organisation Chart



This role profile is open to review at regular intervals to ensure that it stays aligned with the business strategy and ongoing goals of the business.

Role Profile Acceptance

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Line Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_

HR Department: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_