

## **POSITION SUMMARY – Manager, Cricket Operations**

The specific duties of an Operations Manager (Cricket) include formulating strategy, improving performance, procuring material and resources and securing compliance. The person should be ready to mentor team members, find ways to increase quality of customer service and implement best practices across all levels.

### **PRIMARY RESPONSIBILITIES**

- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational Cricket management systems, processes and best practice
- Oversees systems, processes, and infrastructure while looking for opportunities of improvement or revision.
- Anticipates and tracks operational and tactical risks and providing strategic solutions.
- Works with team to help set and meet daily and quarterly goals.
- Plays a significant role in long-term planning, project status reporting, and implementing change control processes.
- Oversees and reports weekly, monthly, quarterly, and annual metrics.
- Identifies trends and assess opportunities to improve processes and execution.
- Completes reasonability testing and information validation prior to circulating findings and recommendations to key stakeholders.
- Collaborates with other back-office team members to ensure seamless execution, reinforce positive morale, and uphold values.
- Collaborates with transitions and onboarding team as needed.
- Raises and tracks issues and conflicts, remove barriers, resolve issues of medium complexity involving stakeholders and escalate to appropriate level when required.
- Assesses a variety of situations and provide clarity to team and stakeholders.
- Establishes and maintains credible, professional relationships with clients, internal business lines, and external vendors.
- Solicits and responds to feedback while gaining commitment and support.
- Supports back-office and firm-wide training programs, reinforcing tech and operations infrastructure between departments to ensure consistency and quality standards are met.
- Stays up to date on Cricket regulations, trends, and technology.

- Works closely with management team to ensure all operational, administrative, and compliance functions

### **QUALIFICATIONS**

- MBA

### **EXPERIENCE**

- 5-7 Years

### **REQUIRED SKILLS / ABILITIES**

- Proven work experience as an Operations Manager or similar role
- Knowledge of organizational effectiveness and operations management
- Experience budgeting and forecasting
- Familiarity with business and financial principles
- Excellent communication skills
- Leadership ability
- Outstanding organisational skills