



## Operations Associate

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## Operations Associate

Are you an aspiring COO? The opportunity for this position is to be the force behind development of effective business systems. This position requires a keen eye process improvement in every aspect of the business, understanding synthesis between technical and human capabilities at all stages of client acquisition, conversion and fulfilment. This role will entail immense curiosity and dissatisfaction when interactions between a lot of different people and their tools become ineffective!

The scope of work for this position includes assisting the managing and research directors in shaping and revising strategies over time, while taking responsibility and leadership for tactical decisions in support of an overall strategy. You should be interested in general management principles, systems analysis, productivity analysis and cost control and strategic planning.

This role will form part of a cross-functional team involving human resources, data analysts, researchers, finance and sales teams. You should have “people skills” and be comfortable with both rational analysis and creative problem solving, and have knowledge, interest or awareness of modern internet and mobile technologies. In short, you will need to oversee, (re)design and control processes of production and project delivery, ensuring client fulfilment is efficient and staff are effective in meeting customer requirements. You do not need to have experience or expertise in all of these areas, but it would be helpful if you were open to learning more about them in future.

In your cover letter, please include an example of any work you have done to develop an effective internal system, either for monitoring, improving or evaluating project delivery.

Detailed sections below

### REQUIRED CAPABILITIES

- Naturally embrace leadership roles and have a comfort with making decisions.
  - Ability to participate in strategic discussions and then lead implementation.
  - Ability to discover and support growth opportunities by ensuring the right resources are allocated appropriately to capture growth opportunities.
  - Willingness and desire to take responsibility for a diverse range of day-to-day operational demands.
- Willingness to embrace change.
  - Knowledgeable of how to build capacity and scale up production.
  - Ability to execute transformational or change management projects.
  - Ability to drive innovation and technical improvements.
- Easily frustrated with inefficiency and driven to organise, plan and prioritise needed adjustments and changes.

- Ability to spot interdependencies between different activities across the business.
- Ability to integrate separate business activities into a cohesive system or process.
- Ability to optimise operations performance, to delivery cost efficiency and effective risk management.
- Ensure the company is operating effectively between people, roles and departments
  - Understanding for the role of ethical standards.
  - Ability to break down functional or geographic silos and identify ways of combining assets to drive efficiencies and transfer best practice.
  - Ability to help recruit, retain, and develop talented people across the company.
- Ability to work on different projects over a short period of time and shifting workloads.
  - Ability to work independently and coordinate activities as a team.
- Excellent verbal and written communication skills.
  - Fluency in English and ability to write at a professional level in English.

## EDUCATION: REQUIRED & DESIRED

### Required

Bachelor's degree in relevant subject (or currently studying with similar grades), such as management science or human resources.

- 18-20 degree result (PT)
- 3.25 or above (USA)
- 2:1 or above (UK)

### Desired

Master's or PhD degree in relevant subject with high grades (or currently studying for one of these degrees with good results).

## HOURS & COMPENSATION

### Compensation

Starting compensation offer will depend on experience, education and your particular set of specialisms. Qualia Analytics is a growing company and advancement can be expected depending on performance.

### Hours

Expected hours are at least 10 and up to 40 hours per week, though your precise schedule can be flexible. Within this range, flexibility will depend on the scope of work you can performance, level of performance and your own motivation and initiative.

## LOCATION

This position is a remote 'tele-working' position. You will choose your own location to work from because there is no requirement that you work from an office. However, you will need reliable computer and internet access.

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