

### **Operational Director - Role specifics**

The following list applies to all 'Central' OD's. There will be additional specifics that your own role requires but the list applies to all. It is important that you agree these specifics required from your role.

- Develop yearly department budget and agree with MD.
- Own the budget and deliver it in terms of turnover, cost, margin, & cash.
- Explain monthly variances in the above areas
- Report back monthly to the MD on department performance & variances from budget. Also provide strategies to remedy adverse variance by department and fee-earner.
- Aim to move all staff to the high efficiency / high time box per mgt accounts
- Manage underperformers per the 'performance management' protocol (updated version April 13')
- Assess resource in your departments on a regular basis and act accordingly
- Work on any personnel issues with the HR Director (where appropriate)
- Apply resource across department (and beyond) efficiently.
- Ensure all billing is timely and accurate
- Ensure fee-earners are managing case loads efficiently
- Develop (along with IT Director) systems within the department
- Fully utilise work flows
- Work with marketing support to grow your departments turnover
- Encourage your teams to market your departments
- Regularly visit your staff / offices and talk to your teams
- Deliver a suitable culture in your teams

- Ensure work done is of the quality expected by CK, the client, and other shareholders (LSC for example)
- Ensure work is done as efficiently and quickly as possible
- Identify training needs and liaise with the HR director accordingly

**'Central' OD's :**

**Andy Cash - Crime**

**Mark Hopwell - Crime**

**Anna Thurston - Mental Health**

**Fiona Lazenby - Family**

**Mandip Kumar - Professional Discipline**