

Job Title: Business Operational Delivery Manager (12-month Maternity Cover Contract)

Department: Business Operational Delivery

Location: Ipswich

Salary Competitive salary plus a generous benefits package

Contractual Hours Full-Time Equivalent (37.5 hours per week)

Job Summary

Acts as a trusted delivery function for senior management, taking ownership of priority business problems and ensuring they are resolved through structured, practical execution.

Translates ambiguous requirements into clear, actionable plans and drives delivery through to completion, working independently to analyse issues, develop solutions, and coordinate activity across teams.

Maintains momentum through hands-on delivery, proactively resolving blockers and ensuring work progresses effectively, with senior management providing guidance at key decision points.

The role balances structured analysis with practical execution, ensuring solutions are well-defined, practical, and effectively implemented.

- Key accountabilities**
- Take ownership of high-priority workstreams and business issues, driving them through to resolution.
 - Interpret and translate business requirements into clear actions, delivery plans, dependencies, and resource needs.
 - Analyse problems and requirements, working with SMEs and stakeholders to define practical, workable solutions.
 - Develop and maintain delivery plans proportionate to the scale and complexity of the work.
 - Execute delivery activities end-to-end, ensuring progress is maintained and outcomes are achieved.
 - Monitor progress, proactively managing changes, dependencies, and stakeholder expectations.
 - Identify, manage, and escalate risks, issues, and blockers, driving them through to resolution.
 - Ensure all deliverables are appropriately documented, evidenced, and audit-ready.
 - Work independently and resourcefully to resolve challenges and maintain delivery momentum.
 - Build strong working relationships and effective ways of working across teams and functions.
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- Take accountability for progressing work across teams where ownership is unclear or distributed.
 - Provide clear, concise updates to senior stakeholders, highlighting progress, risks and required decisions.
 - Facilitate meetings, capture actions and decisions, and maintain accurate delivery records.
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Competencies/skill set

- Delivery & Execution – ability to take ownership of work, translate plans into action, and drive tasks through to completion.
 - Planning & Organisation – able to structure work clearly, prioritise effectively, and manage competing demands.
 - Stakeholder Management – builds effective relationships, collaborates well with SMEs, and communicates clearly with stakeholders at all levels.
 - Problem Solving & Adaptability – works independently to analyse issues, navigate ambiguity, and implement practical solutions.
 - Analytical Thinking – interprets requirements, assesses impacts, and translates complex information into clear, actionable steps.
 - Governance & Risk Awareness – understands the importance of controls, documentation, and delivering within a regulated, audit-ready framework.
 - Getting Things Done
 - Communication & Sharing Knowledge
 - Customer Service
 - Effectiveness & Adaptability
 - Team Working
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Qualifications/experience required

Essential

- A good standard of education, GCSE grades A-C in Maths and English or equivalent
- Experience within Financial Services or a similarly regulated environment
- Experience delivering regulatory obligations, audit remediation or risk-led initiative
- Experience using planning and tracking tools such as JIRA, Trello, Confluence, SharePoint or similar

Desirable

- Professional qualification or formal training in delivery, change or governance e.g. Prince 2 or APM qualifications advantageous
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To apply, please email your CV and cover letter to recruitment@killik.com.

We are committed to ensuring a fair and inclusive process. If you require any reasonable adjustments under the Equality Act 2010 (for example, accessibility support or alternative formats), please let us know in advance so we can make the necessary arrangements. Your personal information will be handled in accordance with the UK GDPR and our [privacy policy](#).

Recruitment Process

At Killik & Co, we are committed to conducting a fair, consistent, and transparent recruitment process. While the structure may vary depending on the position, candidates can typically expect the following stages:

1. **CV Review** – All applications are anonymised, then assessed against the essential and desirable criteria outlined in the role profile.
2. **First Interview** – An initial conversation designed to explore your professional background, core competencies, and motivation for the role.
3. **Second Interview** – A more detailed discussion with the hiring team, which may include technical questioning, competency-based evaluation, or discussion of relevant experience.
4. **Third Interview (where applicable)** – For certain roles, an additional stage may be required, such as a presentation, case study, or meeting with senior stakeholders.
5. **Offer or Decline** – Following completion of all interviews, we will communicate the final outcome. Successful candidates will receive a formal offer subject to any required pre-employment checks.

While we endeavour to respond to all applications, this may not be possible for vacancies with high volumes of applications.