Operations Manager - Kennet

STAR Asset Finance Group is on a mission to change asset finance for good, by offering industry leading service, support and engagement to our customers, employees, and peers, and we have an exciting opportunity for an Operations Manager to join our STAR Asset Finance Limited business.

STAR Asset Finance is a financial services Group currently made up of four established asset finance companies across the UK. Under the stewardship of our CEO, STAR have exciting plans for rapid expansion, which will see an increase of market share in existing regions, and significant growth in the vendor sales and finance space. We are well on to introducing AI across the customer journey which this role will be very involved with.

STAR Asset Finance promotes equality of opportunity and is committed to ensuring that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

REPORTING TO	LOCATION	CONTRACT TYPE	HOURS
Chief Operating Officer	Coleshill, Birmingham Min 3-4 days week in office	Permanent	Full-time

ROLE OVERVIEW

As a very senior role in the Operations function, the Operations Manager is responsible for driving customer journey improvement, operational efficiency as part of the growth agenda, whilst ensuring full regulatory compliance and positive team culture and performance across our Kennet business. Kennet is a predominantly vendor driven asset finance lender and brokerage. Reporting directly to the Chief Operating Officer (COO), you will manage and drive continual improvement in the day-to-day operations with a core focus on the end-to-end deal lifecycle - from proposal through to payout - both inside out and outside in experiences across the journey. Alongside embedding forward looking technology changes including AI.

You will bring your own ideas on how to optimise customer and colleague experience to support growth and scalability, plus contribute to the smooth execution of other's ideas. You will act as a vital collaborative bridge between Sales, Compliance, and Finance, while serving as the primary internal subject matter expert for the team's daily "how-do-we" and "can-we" procedural and transaction queries.

KEY RESPONSIBILITIES

Sales Support & Transaction Management

- **Deal Pipeline:** Manage the end-to-end sales administration workflow, actively identifying and removing bottlenecks to accelerate time-to-payout.
- **Data Integrity:** Enforce strict data input standards across the CRM and lending platforms to maintain flawless customer records.
- **SLA Performance:** Monitor and maintain internal and external Service Level Agreements (SLAs) to ensure rapid turnaround times for brokers, funders, and clients.
- **KPI Reporting:** Collate, track, and report weekly and monthly operational performance metrics directly to the COO.

Funder & Third-Party Supplier Management

- **Funder Relations:** Manage day-to-day operational relationships with external funders to ensure smooth deal placement.
- **Agency Management:** Oversee the operational integration and service delivery of credit reference agencies and data providers (e.g., Experian, Creditsafe).

Compliance & Operational Resilience

- **FCA Regulations:** Maintain and monitor internal controls to ensure full compliance with Financial Conduct Authority (FCA) rules and Consumer Duty requirements.
- **Business Continuity:** Update and manage the business continuity and operational resilience frameworks to safeguard critical operations against disruption.
- **Risk Management:** Oversee regular internal checks and audits regarding fraud prevention, and data protection.

Cross-Functional Stakeholder Management

- **Department Alignment:** Coordinate workflows between Sales, Compliance, and Finance to ensure all three departments operate in harmony.
- **Sales Director Collaboration:** Partner with the Sales Director to streamline the new business application to payout path and reduce friction for the commercial team.
- **Compliance Manager Liaison:** Work with the Compliance Manager to integrate updated regulatory requirements smoothly into daily routines.
- **Group Contribution:** Whilst focus is on Kennet, contribute new and help improve existing ideas that will benefit the entire STAR group.

Technology & Customer Service Strategy

- **Digital Transformation:** implement and optimise software tools and automation to replace manual tasks and improve workflow efficiency.
- **Customer Service Function:** build a new customer service function to manage agreement, payouts, and end-of-lease queries.

Team Management & Personnel Development

- **Leadership & Mentoring:** Manage and mentor the team, building internal capacity and fostering a positive culture of customer centricity, solutions, accountability and continual improvement.
- **Resource Allocation:** Manage staffing levels and ensuring task designation are balancing workloads across the sales team.
- **Training Coordination:** Ensuring onboarding plans for new hires are managed along with coordinated mandatory annual FCA compliance training.

APPLYING

Send your up-to-date CV to careers@starassetfinance.com