Group Executive - Operations

Responsibilities of the role

Own the Stone & Chalk operating system

- Own and run the organisation-wide planning and execution rhythm, including annual planning, quarterly priorities, OKRs, weekly delivery cadence, and executive reviews.
- Establish a single source of truth for priorities, ownership, timelines, and outcomes, and protect the organisation from priority overload.
- Make essential operational, compliance, and enablement work visible, prioritised, and delivered.

Portfolio delivery and execution discipline

- Define clear rules for how work enters and moves through the delivery portfolio.
- Lift delivery predictability and transparency across major initiatives, mature the Project Management Office into a delivery engine, and make sure cross-functional work lands.
- Step in to resolve ad hoc issues when teams are blocked or accountability slips.

Operational excellence across hubs

- Create and roll out core operating standards across hubs, including playbooks, SOPs, service standards, and escalation pathways.
- Build hub scorecards and service quality measures, improve consistency in member and customer experience, and lead continuous improvement across workflows and processes without losing local context.

Digital enablement and AI adoption

- Own the internal digital enablement roadmap, including tooling, automation, reporting, and workflow redesign.
- Lead practical adoption of digital tools and AI across teams through training, templates, guardrails, and usage norms.
- Identify automation opportunities that materially reduce manual work, and partner closely with IT to keep systems secure, reliable, and useful.

Business enablement and IT

- Manage the technology function, including tech resources (currently two staff), with clear service standards and delivery expectations.
- Oversee vendor management, security hygiene, access controls, and business continuity fundamentals.

Governance, risk and assurance

- Strengthen governance discipline and reporting quality across the organisation, including board reporting, operational performance packs, government reporting obligations, audit coordination, and risk management.
- Keep policies and procedures current, usable, and consistently applied.

Leadership integration and culture

- Act as an integrator across the leadership team to enable alignment, clarity, and follow-through.
- Help build a delivery culture grounded in ownership, transparency, respectful urgency, and continuous improvement.
- Coach leaders to lift operational discipline and execution maturity.