



Tailoring relocation solutions

We have been striving for business excellence since the foundation of the company over 45 years ago. Constant quality and customer orientation has led to continuous growth and market leadership. With nine offices across Switzerland, we provide a wide range of relocation solutions. We support expatriates and international companies with pre-hire orientation tours, home search assistance, school search, immigration and settling-in services. Our services range from international removals to furniture rental. Behind our success are 150 experienced and talented employees who constantly aim to exceed customers' expectations.

For our office in London we are looking for a

Head of Operations

working closely with the Chief Operating Officer, in this role you will manage a full caseload of files, as well as taking on the responsibility for the performance of our UK office – including full Profit & Loss responsibility, business development and future growth to ensure smooth running of operations for the region. We provide complete end-to-end destination services for both corporate and private individuals to help them settle in quickly and smoothly with their local surroundings.

This role entails:

- ❑ Develop and implement operational procedures and policies.
- ❑ Plan and manage staffing requirements to ensure there are enough trained consultants to ensure smooth deliver of the volume of initiations.
- ❑ On-board and train new consultants.
- ❑ Provide regular training to enhance Standard Operating Procedures and best practices.
- ❑ Manage and monitor case file workload.
- ❑ Management of Packimpex staff in the future, as well as freelance consultants.
- ❑ Management of divisional budget and financial reporting.
- ❑ Manage and monitor the Service Level Agreements in place with internal and external partners.
- ❑ Handle escalations and find solutions to escalations.
- ❑ Ensure high customer experience at all times resulting in excellent customer satisfaction.

We are looking for:

- ❑ Experience in staff management.
- ❑ At least 5 years' experience working in the relocation industry.
- ❑ Full understanding and expertise in UK tenancy law.
- ❑ Proactive approach, positive attitude, cultural awareness, and ability to make management decisions.
- ❑ Ability to plan and manage workload under pressure.
- ❑ Quick learner with the ability to cope with multiple simultaneous tasks in a changing environment.



We offer:

We offer a future-orientated business, where we are constantly striving for innovation and digitalisation. We encourage our employees to bring new ideas to enhance existing service offerings or bring new services on board. Join an international and multicultural team, who change lives, reinvent destination services, and exceed customer expectations.

We look forward to receiving your application.

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