



Job Title: Operations Manager, London

DirectBooks is evolving the primary issuance process for fixed income markets by streamlining communications workflows for underwriters and institutional investors.

Originally backed by 9 global investment banks, we have grown our user community dramatically since inception in 2020 and currently have over 300 major institutional investors actively using our platform across both the US and EMEA, facilitating significant volumes of issuance in the corporate bond markets.

You will join a global team of capital markets veterans and early-career professionals, passionate in achieving our mission, as well as forming a culture of inclusion, integrity, mutual-support, continuous learning, and work-life balance. We have offices in New York and London, and we are seeking the best talent no matter where you live.

As a growth company focused on expanding our global reach, we're looking for an experienced Operations Manager to take ownership of building processes, managing projects and helping us scale. You will work as part of a global team and focus on helping develop best practices across the full breadth of our business and client focused operations.

What you'll be doing:

- Evaluate existing operations and identify potential risks, controls and enhancements needed.
- Identify and build new processes to help scale our growing operations.
- Develop and manage a detailed project schedule and work plan
- Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
- Coordinating business process improvement strategies with internal stakeholders.
- Performing ongoing analyses on business processes related to productivity, quality, costs, and time management.
- Presenting progress reports and integrating feedback.
- Revising and updating procedures and policies.
- Efficient when working independently
- Familiar with Agile practice

What we're looking for:

- Bachelor's degree in business management, operational risk, operations, project management, or in a related field.
- 5-8 years of project or operations management and related experience
- Proven ability to solve problems creatively
- Strong familiarity with project management software tools, process improvement methodologies, and best practices
- Experience seeing projects through the full life cycle
- Excellent analytical skills
- Strong interpersonal skills and extremely resourceful



- Proven ability to complete projects according to outlined scope, budget, and timeline
- Prior experience in a start-up environment would be advantageous

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