

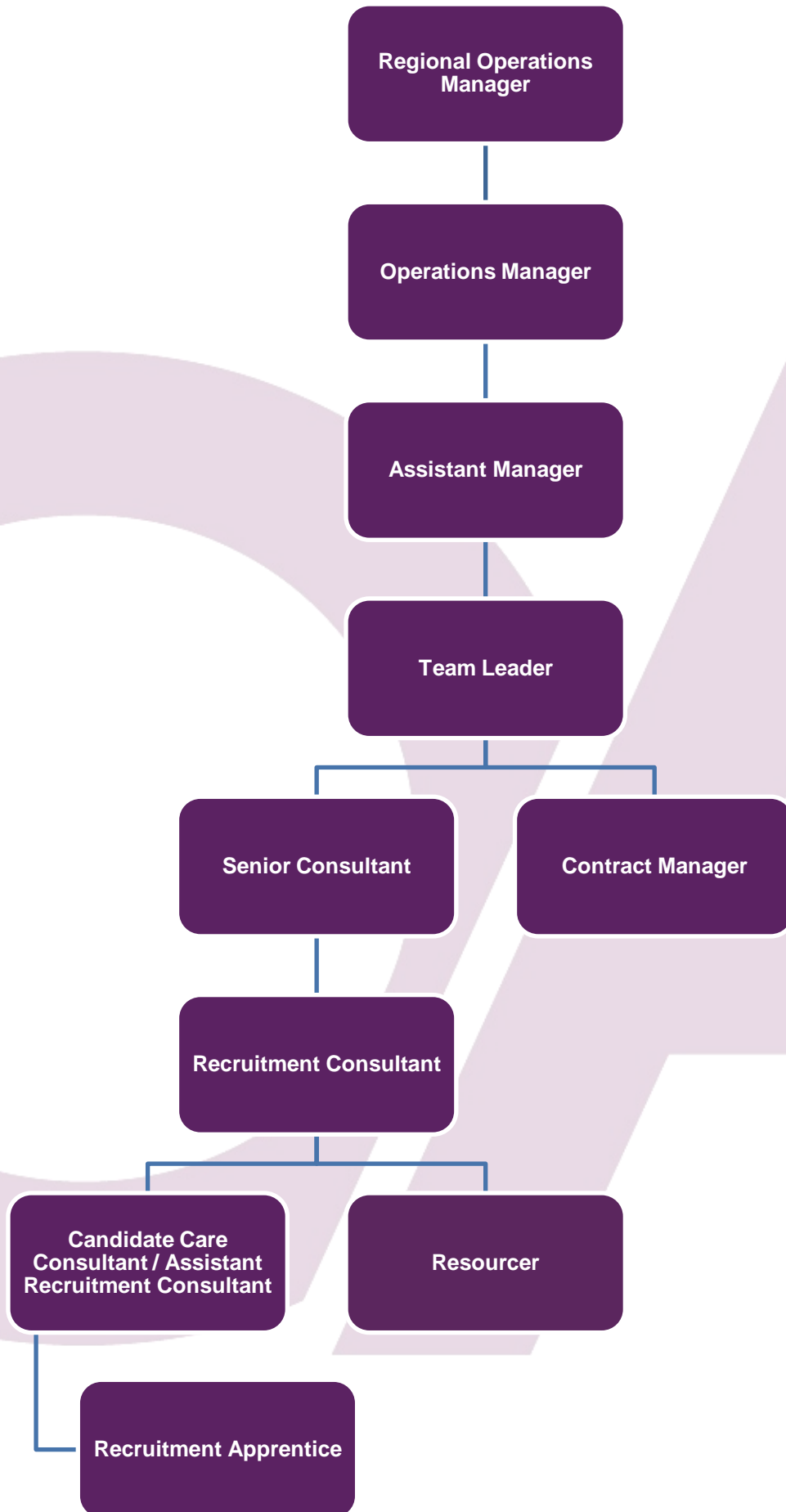
Training & developing our leaders for the future is an integral part of our People Management strategy. Our Career Management structure provides a framework, highlighting the key skills and experience required to progress within the business, through all levels.

There is no “one size fits all” when it comes to career management and we acknowledge not everyone wants to become a Manager. The OA Academy and your Line Manager will provide support and guidance to help you achieve your own personal career aspirations and OA will continue to offer access to industry recognised qualifications (REC Levels 2 & 3) to help you develop your knowledge and experience.

Michelle Bacon
Managing Director



OA Career Management Structure – Business Operations



Role within OA	Experience / Role	Essential	Desirable
Regional Operations Manager	Management of 2+ OA office locations	<ul style="list-style-type: none"> Strategic awareness 	
Operations Manager	<p>P & L responsibility and knowledge</p> <p>Employee management / engagement</p>	<ul style="list-style-type: none"> Office / man management experience in recruitment environment Strong sales & Client Management skills 	
Assistant Manager	Understudy to Ops Manager	<ul style="list-style-type: none"> Team Leading NVQ or similar or Team / Man management experience 	Completion of MDP
Team Leader	Management of 2 people (min)	<ul style="list-style-type: none"> Team Leading NVQ or similar 	
Senior Consultant	Provide support to management and other colleagues	<ul style="list-style-type: none"> In depth industry knowledge and business acumen Consistently over performing & achieving targets in current role 	Achieved REC Level 3 qualification
Recruitment Consultant	360 degree recruitment role. Client relationship management & sales activities	<ul style="list-style-type: none"> Passion & drive to succeed Organisational skills Ability to work on own initiative Client Relationship Management 	Sales & Negotiation
Candidate Care Consultant / Resourcer	Looking after our temporary and permanent candidates. Resourcing on active vacancies	<ul style="list-style-type: none"> Numerate with good attention to detail Good candidate management skills Excellent telephone manner Strong admin & organisational skills Ability to multi-task 	<p>Experience in Customer Service</p> <p>5 GCSE's</p>