

Operations Intern- Kickstart scheme intern 6-month placement (London Living Wage, 30 hours a week, enhanced benefits - including discounted gym membership and more)

Role overview: (click [here](#) to find out more about Profusion and staff benefits)

Profusion is a leading provider of data and marketing services, ranging from consultancy advice, through to the creation and execution of innovation projects and marketing campaigns. We specialise in helping businesses to grow using the power of data science. Our partnerships with universities and leading organisations enable us to bring the best academic thinking into the solutions we offer our clients.

The Operations intern will support the Director of Internal Operations and the Operations Lead. This team's job is all about making sure everyone at Profusion is working in the most productive way and improving the tools and processes we use to meet our goals. The role will bring together project management, business analysis and organisational change, as you will be part of change projects that have significant impact on our business.

It's a fantastic role where training will be provided on both the technical and operations management. You will have huge potential for personal and career development, learn from and share knowledge with a range of talented and highly-skilled colleagues. All of this while embarking on an exciting journey with a pioneering, fast-growing company situated at the heart of London's Tech City.

Key responsibilities

The role covers a wide range of operations management tasks such as process management, reporting and improving tools we use within the business.

You will get exposure to all roles within the business to support the teams to solve various problems in an exciting and dynamic industry and learn to develop your communication and stakeholder management skills:

Process Management

- Analysis of business processes together with stakeholders from within the business
- Identification of gaps, errors and improvements in the way that we work
- Research on solutions, preparation of Business Cases and cost effectiveness analysis
- Implementation of solutions and process improvements
- Writing up processes and training of staff members

Reporting & Tools

- Preparation and improvements of reports to inform and drive business goals through our Business Intelligence tool Sisense
- Understanding of where data comes from and how it needs to feed into our reporting
- Management and improvement of business tools such as Office365, Jira, the Profusion intranet and WorkflowMax
- Proactive analysis of tools to ensure constant improvement of ways of working

Project Management

- Agile project management of internal projects of different sizes
- Requirements gathering, facilitating workshops, process mapping and documentation
- Risk Management
- Guidance on priorities, follow up on completion of tasks and distribution of work
- Lessons learned and retrospective reflection of project success

Personal Specification: Knowledge, Experience and Skills

You need to be a strong communicator who is not afraid to independently own a project and ask for help if needed. If you have any experience in Lean / Agile project delivery methodology, that is a huge advantage but not a must. We are looking for someone enthusiastic and keen to learn about running the operations of a business

Knowledge & Experience

- Good communication skills, written and verbal
- Excellent organisational skills and be able to prioritise workload
- Passion and Motivation to get involved and exceed expectations
- Ability to multi-task, manage and prioritise multiple projects
- Problem-solving attitude and always looking for ways to improve how to do things
- Enthusiasm about making a real contribution to the business