



LEWIS BROWNLEE

Head of Operations

Across Chichester, Midhurst & Whiteley | Senior Leadership Role

Lead Operations in a Firm That Puts Quality First

At **Lewis Brownlee**, we are proud to be trusted Chartered Accountants, Business Advisers, Registered Auditors and Tax Advisers with over 30 years of experience supporting ambitious businesses across the South East.

We work with a diverse client base - from growing owner-managed businesses to groups with assets exceeding £50m - all of whom value professional, independent advice that truly adds value.

Everything we do is guided by our core Quest values:

- **Quality Service**
- **Enthusiasm**
- **Smart Working**
- **Teamwork**

We are now looking for a **Head of Operations** to join our Senior Leadership Team and play a key role in shaping how our firm operates and grows.

The Opportunity

The Head of Operations is responsible for the effective day-to-day management of the firm's operations across three office locations.

You will ensure that all business functions run smoothly, efficiently and in line with regulatory requirements, while leading our Practice Support Team and driving continuous improvement across the firm.

Reporting to the Managing Director and being part of the senior leadership team, you will play a central role in delivering our strategic objectives and enhancing both service delivery and internal efficiency.

LEWIS BROWNLEE

Head of Operations

Key Responsibilities

Operational Management

- Oversee the smooth running of all three offices, ensuring consistent standards across locations
- Develop and implement operational strategies aligned with business objectives
- Manage effective resource allocation across staffing, facilities and systems

Team Leadership

- Lead, manage, and develop the Practice Support Team (including administration, reception, and support staff whose roles include marketing and finance alongside office responsibilities)
- Foster a high-performance, collaborative culture across all offices
- Oversee recruitment, onboarding, training, & performance management of support staff
- Act as a key point of escalation for operational matters

Regulatory Compliance

- Ensure the firm maintains full compliance with all relevant regulatory and professional standards (AML, ICAEW practice assurance regulations etc)
- Oversee implementation and adherence to internal policies and procedures
- Work closely with compliance specialists to manage risk, audits, and inspections
- Maintain up-to-date knowledge of regulatory changes impacting the firm
- Health and Safety review/ensure compliance

Process Improvement

- Review and optimise operational processes to improve efficiency, consistency, and scalability
- Identify opportunities for automation and digital transformation (embrace AI)
- Lead continuous improvement initiatives across all areas of the business
- Implement best practices and ensure standardisation across offices

Systems & Infrastructure

- Oversee the effective use and development of operational systems and technology
- Ensure systems support business needs and compliance requirements
- Liaise with IT providers and internal stakeholders on system improvements
- Property maintenance plans

Stakeholder Management

- Work closely with Directors and senior leadership to support strategic goals
- Act as a central point of coordination between departments and offices
- Build strong relationships across the firm to ensure alignment and effective communication

Skills & Experience

- Proven experience in an operations leadership role, ideally within a professional services or accountancy firm
 - Strong understanding of regulatory and compliance requirements in a professional environment
 - Ability to manage multisite operations
 - Experience leading and developing teams
 - Strong analytical and problem-solving skills with a focus on process improvement
 - Excellent organisational and communication skills
 - Experience implementing operational systems and driving change initiatives
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Personal Attributes

- Highly organised and detail-oriented
 - Proactive and solutions-focused
 - Strong leadership and interpersonal skills
 - Ability to manage competing priorities in a fast-paced environment
 - Commercial awareness and strategic thinking
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Key Performance Indicators (KPIs)

- Operational efficiency and service delivery across all offices
 - Compliance audit outcomes and risk management effectiveness
 - Employee engagement and retention within the Practice Support Team
 - Successful delivery of process improvement initiatives
 - Consistency and quality of operational standards
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Additional Information

- Travel between our three office locations required each week (Chichester, Whiteley and Midhurst)
- Flexible working arrangements may be available depending on business needs

LEWIS BROWNLEE

Head of Operations

Why Join Lewis Brownlee?

We are a firm that genuinely invests in people.

- Hybrid and flexible working options
- Clear progression opportunities
- Supportive mentoring culture
- Quarterly team socials
- Collaborative and inclusive working environment
- Birthday leave
- Ability to purchase further annual leave days

At Lewis Brownlee, when our people grow, our clients benefit - and so does the firm.

Apply Now

If you're looking for a role where you can make a real impact in a professional, forward-thinking firm that values **quality, enthusiasm, smart working and teamwork**, we would love to hear from you.

Please send your CV and covering letter to:



Saalexander@LewisBrownlee.co.uk

Closing date: 30 April 2026

Start your journey with Lewis Brownlee - where careers are built with purpose.

To learn more about working at Lewis Brownlee, feel free to visit our [careers page](#) or watch our video '[Why Work for Lewis Brownlee](#)'.

