

About the role

We are seeking an energetic and collaborative Business Head to lead a high-performing cross-functional team. This role has 15 direct reports, some of whom work onsite with our client in Agile squads.

The Business Head plays a pivotal role in ensuring our work is delivered on time, on budget, and exceeds our client's expectations. There will be a strong operational focus, however the ability to align strategy and creative output is critical, as is a supportive and empowering management style.

This is a role where no day will be the same. You will spend time onsite with the client, working in Agile sprints, and collaborating internally with strategy, technology and creative teams. As an extrovert, you'll thrive managing multiple people and working with numerous stakeholders across this busy portfolio.

You will also be responsible for:

- Championing the client's needs, brand segment and business goals within your team
- Working with senior leaders to ensure client business goals align with our agency goals
- Defining client strategies and quarterly plans
- Weekly forecasting and budget management
- Leading new business campaigns and pitches
- Building the CX Lavender reputation onsite with clients, becoming sought after for your input
- Monitoring the quality of work produced, coaching your team on giving feedback and clarifying briefs
- Overseeing resource planning and workflow management across the account
- Conducting performance reviews and providing high touch daily support to your team

About you

You will be a highly organised, proactive Business Head with strong commercial acumen and the energy to drive high performance across a large team. Someone who enjoys a busy and challenging role, you will:

- Be an innovative problem solver who proactively challenges the norm
- Possess strong facilitation and communication skills
- Have experience driving and inspiring teams to create unique work
- Be highly details focused, and accurate in forecasting and budget management
- Be able to juggle multiple conflicting priorities, giving stakeholders confidence in your reliability
- Focus on driving relationships forward, not shying away from difficult conversations
- Have experience working on blue-chip TTL and BTL technology or financial services accounts

Please submit your detailed resume and cover letter to hr@lavender.ad