

Role Title: Agency Operations Manager

Team: Client Services / Delivery

Reporting to: Client Services Director (Managing Director whilst CSD is on maternity)

Salary: From £35,000 per annum DOE

Location: Blyth Workspace, Commissioners Quay, Quay Road, Blyth, NE24 3AF

Working hours and contract: Part time and permanent position (optional flexible hours)

*Please send your CV and covering letter highlighting why you want to work at Horizon Works to hello@horizon-works.com by **Friday 25th September 2026**.*

Background to company

Based in Blyth, one of the UK's leading renewable energy hubs, Horizon Works is a specialist B2B marketing agency helping innovators in complex industries achieve global recognition and adoption of their products and services.

We partner with ambitious, technology-led organisations developing solutions of worldwide significance, supporting clients across sectors including manufacturing, engineering, life sciences, technology, offshore wind and renewables, automotive, and defence.

Working with regional, national and international clients, we deliver integrated marketing programmes spanning strategy, PR, content, design, digital marketing, website development, SEO, animation and more. Our mission is to help pioneering businesses communicate their value, accelerate growth, and make a lasting impact in their markets.

For more information, visit www.horizon-works.com

About the role

Horizon Works is seeking an organised, proactive and people-focused Agency Operations Manager to oversee the smooth and effective delivery of client work across the agency.

As Horizon Works continues to grow, and with our Client Services Director preparing for maternity leave, we are looking for an experienced Agency Operations Manager to strengthen our operational leadership – this is a new role. This role will take responsibility for overseeing agency delivery, workflow management, resource planning

and team coordination, helping to ensure we continue to deliver high-quality work efficiently while supporting the team to perform at their best.

This is a pivotal role responsible for ensuring the right processes, systems and ways of working are in place to support high-quality delivery, strong team performance and positive client outcomes. You will coordinate resources, manage workflows, maintain project management systems and help ensure projects are delivered on time, on budget and to the highest standards.

You will be a natural organiser and problem solver who enjoys bringing structure, accountability and clarity to a fast-paced agency environment. Just as importantly, you will be a supportive leader, helping teams stay focused, productive and motivated while enabling them to achieve their goals.

What this role is accountable for

- Managing the day-to-day operational delivery of client work across the agency.
- Ensuring projects and campaigns are planned, scheduled and delivered on time and to the required standard.
- Overseeing agency workflow, capacity planning and resource allocation.
- Managing and optimising project management systems, processes and reporting.
- Monitoring project progress and proactively identifying and resolving delivery risks, bottlenecks or resource challenges.
- Coordinating work across specialist teams including PR, content, design, digital and web.
- Supporting team members in achieving their objectives and maintaining accountability for agreed actions and deadlines.
- Establishing, documenting and improving agency processes and best practice.
- Tracking delivery performance, utilisation and operational effectiveness, providing regular insights and recommendations.
- Leading internal scheduling, planning and workflow meetings.
- Helping foster a positive, collaborative and high-performing team culture.

People leadership

- Provide day-to-day leadership and support to the delivery team.
- Help team members prioritise workloads and manage competing deadlines.
- Encourage accountability, collaboration and continuous improvement.
- Coach and support colleagues to improve effectiveness and achieve their goals.
- Contribute to performance reviews, objective setting and professional development planning.
- Promote a positive, supportive and solutions-focused working environment.

Experience and knowledge

- Proven experience in an operations, delivery, workflow or project management role within an agency, marketing, communications or creative environment.
- Strong experience managing multiple projects, priorities and deadlines simultaneously.
- Experience coordinating multidisciplinary teams and resources.
- Excellent understanding of project management principles, tools and methodologies.
- Experience implementing and maintaining project management systems and operational processes.
- Strong organisational, planning and problem-solving skills.
- Excellent communication and stakeholder management abilities.
- Ability to analyse workloads, capacity and performance data to support effective decision-making.
- Experience managing or leading teams and driving accountability.
- A proactive, continuous-improvement mindset with a focus on operational excellence.

What success looks like

- Client work is delivered on time, on budget and to a high standard.
- Teams have clear priorities, responsibilities and workloads.
- Project management systems are consistently maintained and used effectively.

- Delivery risks and bottlenecks are identified and addressed early.
- Resources are allocated efficiently across the agency.
- Team performance, collaboration and accountability continue to improve.
- Horizon Works operates efficiently, enabling clients and colleagues to achieve outstanding results.

This role sits nicely alongside your Client Services Director and Senior Client Marketing Managers, allowing them to focus on strategy, client growth and campaigns while the Agency Operations Manager ensures everything is delivered efficiently and effectively.