

Head of Operations, Corporate Services

Mauritius • Scale-Up/Growth Phase • Permanent, Full-Time • MUR Salary Competitive

Hours of Work	Full-time, Monday to Friday, based in our new Mauritius office. As an international start-up environment, flexibility is expected in both directions.
Responsible to	Directors
Responsible for	Two direct reports in UAE to start; you'll build and lead the team as the business grows
Key Relationships	Directors • Head of Operations, Financial Services • Compliance team • Global clients • Corporate Services partners, registered agents, formation agents and legal advisers • Regulators

Role Summary

Rock is an established UK professional services business, expanding our international corporate and financial services offering for global corporate clients.

Our Corporate Services business is a core part of that proposition, supporting international businesses with company formations, corporate administration and ongoing governance across multiple jurisdictions. Working seamlessly alongside our Financial Services business, we provide clients with a cohesive solution across Corporate Services, Financial Services (accounts, payments & FX) and Professional Services.

We're looking for a Head of Operations for our Corporate Services business, based in Mauritius. Someone who's excited by the opportunity to take ownership of an established operation, continually improve it, and help scale it as the business grows.

This is a hands-on role. There isn't a mature operational infrastructure to rely on, so you'll need to be comfortable delivering outstanding client service yourself while continually improving the processes, systems and ways of working that underpin the business.

Much of how we do things today is manual and built around experience rather than systems. That gives you a genuine opportunity to design how the operation works, introducing better processes, technology and automation as the business grows.

You'll be on the ground in Mauritius with a global leadership team, so we need someone who's genuinely self-directed and who's comfortable solving problems and taking ownership without waiting to be told what to do.

Your journey in the role will naturally evolve: Do → Improve → Scale → Lead

Initially, you'll be hands-on, owning client relationships, managing company formations, renewals and ongoing corporate administration while continually improving how the business operates. Over time, as the business grows and we take on more clients, you'll design and systematise the operation, introduce better processes and technology, build a team around you, and transition from being the person doing much of the work to leading the people who do it.

Above all, we're looking for someone we can trust completely, someone who's proactive, disciplined and commercially minded, takes ownership, delivers with consistency, and is excited by the opportunity to help build a world-class business.

The Role

Phase 1: Run the Operation

Initially, you'll be leading from the front – doing the work yourself while learning every aspect of how the business operates and building the foundations for its future. You'll be on the ground in Mauritius working with a global team. That means you'll need to be comfortable taking ownership, solving problems independently, and knowing when to involve others.

Client Management

- Act as the primary day-to-day contact for an international portfolio of corporate services clients, building trusted long-term relationships.
- Deliver a responsive, professional and proactive client experience, taking ownership of client queries from start to finish.
- Build trusted relationships with clients, becoming their go-to contact for ongoing corporate services support.
- Work closely with Rock teams to deliver a cohesive client experience wherever clients use multiple services.
- Build strong relationships with registered agents, formation agents and other service providers across multiple jurisdictions.

Hands-on Operations

- Run and continually improve the day-to-day corporate services operation, including company formations, corporate administration, renewals and ongoing client support.
- Personally manage the end-to-end onboarding of new corporate services clients, ensuring due diligence, engagement documentation and client records are complete and accurate.
- Manage international company formations and ongoing administration across multiple jurisdictions, particularly Mauritius, UAE and the British Virgin Islands, alongside other jurisdictions as our clients require.
- Own annual renewals and statutory administration, ensuring deadlines are met accurately and proactively.
- Manage invoicing, third-party disbursements and client billing, working closely with Finance to ensure timely and accurate processing.
- Maintain accurate operational records, ensuring information is complete, organised and readily accessible.

Compliance Operations

- Support client due diligence, enhanced due diligence and ongoing monitoring activities, including higher-risk clients and jurisdictions where required.
- Ensure client onboarding and ongoing administration comply with our internal AML policies, procedures and operational controls.
- Identify and escalate suspicious activity to the MLRO, supporting investigations and reporting where required.
- Maintain the operational controls and documentation that underpin our compliance framework and high standards of client service.

Phase 2: Improve & Scale the Operation

As the business grows, your role will naturally evolve from doing the work yourself to continually improving the operation and ultimately building the team that delivers it.

Processes & Controls

- Design, implement and continually improve the processes, controls, SOPs and playbooks the business runs on.
- Systematise what's currently done manually, evolving the operation into reliable, scalable and repeatable processes.
- Continually identify opportunities to improve efficiency through better processes, technology, automation and ways of working.
- Lead the operational implementation of new services and initiatives, embedding robust processes and controls from day one.
- Develop meaningful operational reporting and management information to support decision-making and continuous improvement.

Team & Leadership

- Recruit and build a high-performing international operations team, hiring exceptional people into the roles you've been performing yourself.
- Coach, develop and lead the team, setting high standards for client service, operational excellence and accountability.
- Build an operational platform and team capable of supporting the business as it scales internationally while maintaining quality, control and efficiency.
- Foster a culture of ownership, continuous improvement and operational excellence across the team.

What Will Make You Successful

There's more than one route into this role. You won't have done everything below, and that's okay. What matters most is that you bring relevant experience, enjoy solving problems, and are as excited by delivering today's operation as you are by building tomorrows.

Experience

- Strong operational experience within corporate services, company administration, professional services or a closely related environment, with hands-on responsibility for client delivery.
- A genuine understanding of how international corporate services operations work in practice, with experience designing, improving and building operational processes rather than simply following them.
- Experience operating in an entrepreneurial, growing or changing business where you've been comfortable taking ownership without relying on large support teams or established infrastructure.
- Experience balancing operational delivery with process improvement and growth, remaining hands-on while helping build for the future.
- Experience recruiting, developing and leading high-performing teams is welcome, though what matters more is the desire and ability to build and lead the team you'll eventually hire.
- Experience working across multiple international jurisdictions and managing relationships with overseas agents and service providers would be an advantage.

Skills & Attributes

- Highly organised, disciplined and dependable, with exceptional attention to detail and a commitment to getting things right.
- Comfortable operating in a compliance-led environment where accuracy, judgement and strong operational controls are essential.
- Proactive and self-directed - comfortable taking ownership and solving problems independently.
- Equally comfortable rolling up your sleeves to deliver today's work while thinking several steps ahead about how tomorrow's operation should work.
- Commercially aware and genuinely client-focused, recognising that our success comes from delivering real value and an excellent service to our clients.
- Strong communication and relationship-building skills, with the ability to work effectively across clients, colleagues and international service providers.
- Naturally curious and improvement-minded, continually looking for better processes and ways of working.
- Comfortable managing multiple priorities while maintaining a consistently high standard of service.
- Based in, or willing to relocate to, Mauritius, with the right to live and work there.
- Relevant professional qualifications in corporate services, governance, compliance or operations are welcome, but they're no substitute for sound judgement, strong operational instincts and a willingness to build.