Head of Operations, Financial Services

Mauritius • Start-Up/Build Phase • Permanent, Full-Time • MUR Salary Competitive

Hours of Work	Full-time, Monday to Friday, based in our new Mauritius office. As a start-up environment, flexibility is expected in both directions.
Responsible to	Directors
Responsible for	No direct reports initially; you’ll build and lead the local operations team as the business scales
Key Relationships	Directors · Head of Operations, Corporate Services · Compliance team · Global clients · Banking partners, FX liquidity and payment infrastructure providers · Regulators (FINTRAC & FSC)

Role Summary

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

A key part of this is a brand-new payments and FX offering, designed to work seamlessly alongside our established corporate services operations. Together, we provide international businesses with a cohesive solution across Corporate Services, Financial Services (accounts, payments & FX) and Professional Services.

We're looking for our first Head of Operations, based in Mauritius, for our Financial Services business. Someone who’s excited by the opportunity to build something meaningful from the ground up.

This is a genuine start-up environment. There isn’t a large team or ready-made infrastructure to lean on, so you'll need to be comfortable rolling up your sleeves and doing the work yourself, while constantly thinking several steps ahead about how it should operate once it's ten times the size.

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 → Build → Scale → Hire → Lead

Initially, you'll be hands-on, ‘doing the doing’, onboarding clients, executing payments, resolving operational issues and putting the foundations in place. From there you'll build the operation itself: the processes, controls, systems and the infrastructure it will run on. As transaction volumes and client numbers grow, you'll scale that operation, hire the team around you and transition from being the person doing 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

<u>**Phase 1: Build The Foundations**</u>

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 the 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, while knowing when to involve others.

Client Management

- Act as the primary day-to-day contact for an international portfolio of financial services clients, building trusted long-term relationships.

- Resolve client queries and operational issues quickly and professionally, protecting both the client experience and the integrity of our operations.
- Work closely with our Corporate Services team to deliver a cohesive onboarding and client experience, while ensuring our financial services regulatory obligations are fully met.

Hands-on Operations

- Build and run the day-to-day financial services operation, including client onboarding, payment execution, FX processing and operational support.
- Personally onboard clients end to end, ensuring due diligence & documentation are complete and accurate.
- Personally execute day-to-day payments and FX transactions accurately and in line with our regulatory and compliance obligations.
- Manage payment operations end-to-end, monitoring flows across our banking and payment partners, handling exceptions and failures, and ensuring transactions are completed accurately and efficiently.
- Own the daily reconciliation process, investigating discrepancies and resolving operational issues promptly.
- Maintain strong operational relationships with our banking, EMI and payment partners, monitoring service levels and escalating incidents where required.

Regulatory Operations

- Own the day-to-day operational implementation of our compliance framework across our regulated financial services entities.
- Work closely with our appointed Compliance Officers and Group Compliance across our FINTRAC-registered Canadian entity and our Mauritius payments business (Mauritian 'PIS' licence, subject to FSC regulatory approval).
- Support client due diligence, enhanced due diligence and ongoing monitoring activities.
- Identify and escalate suspicious activity to the Money Laundering Reporting Officer, supporting the investigation and reporting process where required.
- Prepare regulatory returns and act as the day-to-day operational point of contact for regulatory correspondence and information requests, escalating through Group Compliance where appropriate.
- Implement and maintain the operational controls that give effect to our AML policies and procedures.

<u>Phase 2: Build & Scale the Operation</u>

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

Processes & Controls

- Design, implement and continually improve processes, controls, SOPs and playbooks the business runs on.
- Systematise what you built by hand – evolving the operation from manual execution into reliable, scalable and repeatable processes as transaction volumes and client numbers grow.
- Continually identify opportunities to improve the business through better processes, technology, automation, providers and ways of working.
- Lead operational implementation of new products, embedding robust processes and controls from day one.

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 compliance.

- Build an operational platform and team capable of supporting the business as it scales internationally, all the 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 financial services, payments or a closely related environment, with hands-on responsibility across areas such as client onboarding, payments, FX, client servicing and operational support.
- A genuine understanding of how these functions work in practice, with experience designing, building and improving operational processes rather than simply following them.
- Experience operating in an entrepreneurial, start-up or scale-up environment, 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 with regulators, compliance teams or in a regulated environment would be an advantage.
- Experience across corporate services or international company formation is beneficial but not essential.

Skills & Attributes

- Highly organised, disciplined and dependable with exceptional attention to detail and a commitment to getting things right.
- Comfortable operating in a regulated environment where accuracy, judgement and strong 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, banking and payment partners, and regulators.
- 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 operations, compliance or financial services are welcome, but they’re no substitute for sound judgement, strong operational instincts and a willingness to build.