# Service catalogue

## Your Operational Backbone.

Operations support for the way your organisation works.

**OPERATIONS**

**FINANCE**

**PEOPLE AND CULTURE**

**PROCUREMENT**

& more



OPS IN A BOX

OUR SERVICES

# Operations that support your organisation

Ops in a Box brings together financial management, people and culture, and procurement support. Choose the foundations you need, commission a tailored project, or bring senior operational input into your team.

## 01 / Ops Essentials

Standard policy documents and tools for your core operational foundations.

## 02 / Ops Tailored

Customised policies, tools and workflows shaped around your organisation.

## 03 / Ops Diagnostic

An operational assessment with prioritised recommendations, including opportunities for AI and automation.

## 04 / Ops Partner

Fractional senior operations support for ongoing leadership and guidance.

You can begin with one service or discuss a combination. The scope reflects your organisation’s priorities and the support your team needs.

STANDARD TOOLKITS

01

# Ops Essentials

## Build your operational foundations

Establish a structured starting point for day-to-day operations with standard toolkits across financial management, people and culture, and procurement.

A good fit for organisations setting up core policies and tools, or bringing greater consistency to existing ways of working.

### Financial Management Toolkit

Finance policies to structure routine processes and responsibilities. Budget templates, budgeting and forecasting tools to support planning and review.

### People and Culture Toolkit

Standard people and culture policies that provide a foundation for managing and supporting your team. Your organisation can review and adapt the documents to its working context.

### Procurement Toolkit

Procurement policies and contractual templates to structure purchasing processes and support consistent documentation.

### Your deliverables

Standard policy documents, templates and tools for the toolkit areas selected in your scope, ready for your organisation to review and put into use.

### When you need a closer fit

Ops Tailored can customise these foundations and develop salary scales, values statements, procurement trackers or automated workflows.

YOUR OPERATIONAL BACKBONE.

02

CUSTOMISED PROJECTS

# Ops Tailored

## Shape systems around your needs

Develop policies, tools and workflows that reflect your structure, priorities and day-to-day work. Each project starts with a defined operational need.

A good fit for organisations with specific requirements, changing teams, or processes that need to be redesigned around their own context.

### Financial management

Customise finance policies around responsibilities and approval processes. Adapt budgeting and forecasting tools to your planning cycles and reporting needs.

### People and culture

Develop or refine people policies. Create salary scales with a clear structure for roles and pay levels, based on agreed inputs. Develop values statements that connect what matters to your organisation with everyday behaviour.

### Procurement and automation

Customise procurement policies and contractual templates. Create trackers to follow requests, approvals and supplier activity. Design automated workflows for agreed processes, such as request routing, approval steps or reminders.

### Your deliverables

A defined set of customised documents, tools or workflows. The project scope confirms the deliverables, inputs needed from your team, and any systems or access required.

### Handover that fits the project

Handover requirements and support for introducing the agreed tools are defined in the project scope.

YOUR OPERATIONAL BACKBONE.

03

OPERATIONAL ASSESSMENT

# Ops Diagnostic

## Understand what needs attention

Review how your operations work today and identify where clearer processes, stronger controls or better tools could help. Bring the findings together in a practical set of priorities.

A good fit for organisations that want to understand gaps, address recurring friction, or decide where to focus improvement efforts.

### A focused review

Assess financial management, people and culture, and procurement within the agreed scope. Review policies, tools, responsibilities and handovers to identify gaps, duplicated effort and manual tasks. The review can draw on documents, team discussions and process walkthroughs.

### AI and automation recommendations

Explore opportunities that address a clear operational need. Recommendations consider your existing tools, the information involved, and the human review or approvals a proposed approach would require.

### Your deliverables

A summary of the main findings, prioritised recommendations and a practical roadmap to help sequence the next steps and identify key dependencies.

### Optional implementation

**Implementation is optional and quoted separately. Follow-on work to develop tools, configure systems or introduce automation is defined in a separate scope before it begins.**

FRACTIONAL SENIOR SUPPORT

04

# Ops Partner

## Add senior operational capacity

Bring senior operations support into your organisation on a fractional basis. Agree an ongoing share of capacity to help leadership manage operational priorities and support the people responsible for delivery.

A good fit for organisations that need continuing senior input, support through a transition, or additional leadership capacity as their needs evolve.

### Operational leadership

Translate organisational priorities into operational plans and follow-up actions. Provide oversight and guidance across finance, people and culture, and procurement within the agreed remit.

### Support for your team

Clarify responsibilities, decision points and working routines. Guide improvements to policies, systems and processes alongside the team responsible for them. Support leaders in reviewing operational issues and deciding what needs attention next.

### A partnership with a clear remit

Define the time commitment, areas of responsibility, working cadence and decision-making authority. Focus support on a particular challenge or across several operational functions.

### Your deliverables

Ongoing senior input, agreed priorities, and a regular rhythm for reviewing progress. Specific responsibilities and outputs are set out in the engagement scope. Any additional project delivery work is agreed in scope.

WORKING TOGETHER

# Your next operational step

Start with the challenge you want to solve. We can explore which form of support fits your organisation and define a practical scope together.

## 01 / Discuss your priorities

Share what is working, where your team is getting stuck, and what you need to achieve.

## 02 / Agree the scope

Define the service, deliverables, responsibilities and working arrangements. Confirm the inputs, systems or access needed from your team.

## 03 / Put the support to work

Begin the engagement, review progress at agreed points, and plan the handover or next phase where relevant.

## Your Operational Backbone.

