

Approach to distinction between Head of Development and Head of Operations

by Robert Pawlikowski

Structure and organisation are an integral part of everyday life. Without them confusion and uncertainty take root. This principle specifically applies to business, as only appropriate structure allows for growth and productivity, limiting the waste of resources. Organisational structure and allocation of responsibilities are like a spine – giving support to other avenues the business might go into. For a Surveyor, who is the General Contractor responsible for the entire restoration project vivid distinction between departments and their heads is the key to success. Without this, the Surveyor would be unable to proceed, as it is their duty to allocate projects to appropriate people. It is not only necessary but also ethical to appropriately delegate them based on the responsibilities and capabilities of individuals. For this reason, a clear outline of positions is necessary. This can be seen in the case of the Head of Operations and Head of Development, similar positions, that upon closer inspection are vastly different.

The first position, in this case, is the Head of Development, who, based on the name, is responsible for the development of the business, this, when taken at a face value can mean responsibilities ranging from research, supervision of business, through the development of policies and procedures up until drafting plans for future. It can be very easy to attach misconstrued responsibilities to this position, whilst in reality, those have nothing to do with said position. According to S Rao Vallabhaneni Head of Development is responsible for the research and growth of the company, a middle-tier managerial position, reporting to the Head of Operations¹. This does not mean that the Head of Development has to be located in such a way in a hierarchy, but it gives a basic idea for anyone creating or supervising a business of what to expect of someone holding such a position. Responsibilities allocated to the Head of Development should, in theory, originate from the root of research which leads to growth. They should be held responsible for the direction that the company is to take, so that it may reach the destination of the highest achievable success.

The Head of Operations, as the name suggests supervises the inner working of the business. It is their responsibility to create appropriate policies to streamline the procedures and generate the highest possible productivity². As the Head of Operations is responsible for navigating appropriate points of growth, their focus is towards the inside of the company and towards the present, navigating the ongoing projects to a satisfactory level. In relation to the Head of Development and the overlapping duties, the Head of Operations is the present to the Development's future and it is their responsibility to navigate the procedures and the working of the company to appropriately enter the paths and set guidelines manufactured by the Head of the Development. To put it in a metaphor – the Head of Operations is the steering wheel to the Head of Development's Map.

There is no universal set of positions within the world of business, some are deeply rooted in society, others are a byproduct of the ongoing progress and development of our world. For this reason, it is vital to be able to differentiate between them, to streamline any project one can decide to take on.

¹ S. Rao Vallabhaneni *Corporate Management, Governance, And Ethics Best Practices* (New Jersey: John Wiley & Sons, Inc., 2008) p.25

² Vallabhaneni *Corporate management, governance, and ethics best practices*, p.127

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