



Driven by people, defined by expertise

COMET is built on expertise, integrity,
and teamwork.

We are looking for: an Operations Lead

Think you might be the right fit?

Location: Aberdeen, Scotland

Travel: National and international travel expected

Reporting to: Director - COMET Customer Experience

Who we are

COMET helps companies improve business performance and prevent repeat failure.

Our Organisation

We combine smart, data-driven software with real-world expertise to identify causes of operational risk and help organisations learn, improve and stay safe.

We are a responsible company; we look after our people like they are our family. We care about employee wellbeing, and we are strong advocates of equality, diversity, and inclusion.

Our People

We're a growing team with diverse backgrounds, from data science and software development, to marketing, operations, and client support.

We believe in giving people space to grow, share ideas, and shape the future of COMET.

What we believe in



We always think customer first

We are passionate about helping our customers to improve. We're committed to helping them succeed by delivering exceptional value and service excellence.



We always work as one big team

We recognise the positive power of collaboration. We respect, support and empower each other. We value inclusivity and take strength from diversity.



We always champion innovation

We never stand still. We are curious and brave. We are continually learning and constantly evolving to ensure we offer intelligent and innovative solutions.



We always believe in doing right

We trust each other to be open and honest. We take responsibility for making transparent decisions and ethical choices. We are good people doing our best.

Our mission & vision

Our Purpose

To improve business performance by revealing and resolving operational and organisational risk with intelligent, easy-to-use, cost-effective risk analysis software and investigation support.

Our Mission

To eliminate repeat failure with intelligent analysis of past, present and future risks.

Our Vision

To integrate applied risk intelligence into the future operational mindset of forward-looking, ambitious businesses and their employees worldwide.



The role

Role purpose

The **Operations Lead** supports the company's Investigation & RCA workstreams and ensures the implementation, ongoing support, and continuous improvement of the COMET family of products & services.

Key duties & responsibilities

- Provide day-to-day leadership and support to the staff & contractor resources involved in the delivery of COMET products & services.
- Lead the company's ongoing account management processes to ensure high customer satisfaction and retention.
- Play a key role in delivering and implementing COMET products & services through client driven training & coaching, becoming an expert on all products.
- Utilise an investigation skill set and experience (COMET domain expertise) to deliver on all of the above, including supporting live client investigations alongside the Head of Investigations.
- Form effective working relationships with COMET product software development, marketing & design teams.
- Develop and implement operational policies and procedures.
- Contribute to the company's equity, diversity, and inclusion ambitions.
- Represent the company at functions, public meetings, and industry events.
- Create an environment that promotes great performance and positive morale.
- Work with the managing partners to determine plans for short and long-term goals.

Experience and skills

Interpersonal skills:

Form good relationships with other directors and key staff in the company and get significant input from the organisation so that there is little pushback regarding strategic decisions and direction. Experience of delivering training, coaching and working in a client facing environment.

Business skills:

Able to create opportunity for growth and increased profitability. This includes work winning, customer expansion and product development.

Investigation/RCA domain expertise:

Utilise experience and skills of leading HSEQ investigations to support the development & delivery of all COMET products and services.

Management skills:

Able to create a culture of learning to help enhance and grow the skills and abilities of employees and delivery partners. When significant talent continues to learn and grow the organisation truly succeeds.

Analytical skills:

Able to participate in evaluating the success of the Investigation workstream in reaching its goals. They must make sure that operational goals are measurable.

Leadership skills:

Must be able to demonstrate the leadership necessary to make the operational goals a success. This includes providing direction, attracting followers, and all other aspects of successful leadership.

What we offer



Performance and yearly bonuses



Gym membership



Comprehensive benefits package including pension, private medical & dental insurance



Supportive work environment with growth opportunities

**Interested in joining our growing team?
We'd love to hear from you!**

Please send your CV to **info@cometanalysis.com**



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