

Operations and Finance Manager, Singapore

28 Oct 2026

Part-time (four days a week), Singapore, working from home. S\$5,500 a month (S\$6,875 full-time equivalent), plus 13th month and a course-fill bonus.

Who we are

We help leadership teams see, understand and work on the whole system they lead. Our founder, Sean Blair, is a professional facilitator who has spent the last eleven years pioneering the use of LEGO® Serious Play® at system level. His fourth book, *The Systems Synergy* (February 2026), brings that work together with systems thinking.

Our work comes in three parts:

- **Serious Outcomes** works with senior leadership teams on strategy, culture and change. Building on *The Systems Synergy*, its focus is helping leadership teams develop systems thinking and act on the whole system.
- **SeriousWork** is our thriving international training business, teaching participatory leadership and facilitation using LEGO® Serious Play®. With our associates we have trained nearly 3,000 facilitators, through public and in-house courses in the UK, Singapore, Europe, Hong Kong, China, Korea and online.
- **ProMeet** is our facilitation practice, founded by Sean in 2007, designing and running meetings, workshops and conferences.

Sean leads the business from Singapore. In the UK, Liam Isaac, our Director of Learning and Innovation, leads much of our training and client work. Clients have included Google, HSBC, Pfizer, the UK Cabinet Office and the US Space Force.

We are small, independent and well established: we have been working with clients since 2007, through Serious Outcomes Asia in Singapore, Serious Outcomes Ltd in the UK, and a network of associate trainers worldwide.

The role in brief

We are looking for an Operations and Finance Manager who will own two things: our money and our client relationships. You will be the person who makes sure every enquiry

gets a warm, prompt reply, every course fills, every invoice is paid and every supplier is paid on time, across both our Singapore and UK companies.

This is a role for someone who likes ownership. You will work closely with Sean as his right hand on the business side, with real authority and very little micromanagement. In return we want someone we can trust completely, with good judgement and a light touch.

This is a new role in a growing business, and you will shape how it works. It will grow as we grow.

To be straight with you about where things stand: much of our invoicing and payment is already automated in Xero, but enquiry follow-up has fallen behind while we have been without this role. Your first month will be about clearing that backlog and setting up routines that suit you. If you enjoy bringing order to things, you will find it satisfying.

What you will do

1. Look after every enquiry and fill our courses (about 40% of your time)

- Reply to every course enquiry within one working day and follow it through to a booking or a clear close.
- Have helpful, unhurried conversations with people deciding whether to train with us. We never hard sell; we help people find the right course.
- Keep track of how full each course is and raise the alarm early when one needs attention.
- Re-open conversations with organisations that once asked about in-house training and then went quiet, and hand promising ones back to Sean or Liam.
- Keep our customer database (Pipedrive) accurate and up to date, so we always know where things stand.

2. Run the day-to-day finances of both companies (about 35%)

- Keep Xero up to date and reconciled for Serious Outcomes Asia (Singapore) and Serious Outcomes Ltd (UK), working with our accountants and bookkeeper.
- Pay trainers, associates and suppliers on time, within agreed limits.
- Raise invoices where our automation does not, and chase overdue payments firmly and politely.
- Send Sean a short monthly picture of cash, money owed to us, money we owe and course margins.
- Be the first point of contact for our accountants in both countries.

3. Grow our community and events (about 25%, growing over time)

- Plan and send email campaigns to past participants and prospects.
- Help run Circle, the online community where our graduates stay connected and keep learning.
- Organise a regular programme of Lunch and Learn sessions in Singapore, from venue and invitations to follow-up.
- Post on social media using material Sean and the team provide.

You will also handle the practical tasks that keep a small international business moving.

Who you will work with

You will report to Sean, who is based in Singapore and often travels to deliver programmes. You will have a weekly call or meeting with Sean in Singapore. You will also work closely with:

- **Liam Isaac**, our Director of Learning and Innovation in the UK, who runs many of our courses. You will have a weekly call with Liam too.
- **Our trainers and associates** in the UK, Europe and Asia, including Vics, who leads our coaching programme.
- **Our UK virtual assistant**, who handles course logistics.
- **Our accountants and bookkeeper** in Singapore and the UK.

What success looks like after a year

- The finances of both companies run smoothly, and Sean trusts your judgement enough to give you the keys to the bank, within sensible limits.
- Our courses are fuller than they are today, and you have been rewarded for it.
- Conversations with organisations that went quiet have been revived, and some have become in-house contracts.
- Lunch and Learns run regularly in Singapore and our graduate community is lively.
- Nobody else in the team has to chase a booking or an invoice.

Who you are

You are an experienced operator, with many years spent running the operations of a small business, a professional services firm, a training provider or an events business. You may be looking for meaningful work with flexibility after a corporate career.

You must have

- Experience owning the finance administration of a small business: bookkeeping, payments, invoicing and credit control. Xero experience is a strong plus.
- Experience of client follow-up or account management in a relationship-led culture, not a target-driven one.
- Absolute reliability with detail and deadlines, and the self-discipline to work well from home.
- Warm, clear written English, and confidence dealing with clients in the UK, Asia and beyond.
- The discretion and integrity to handle money and confidential client information.
- The right to work in Singapore as a Singapore citizen or permanent resident.

It would be great if you also have

- Experience running email or CRM campaigns.
- Experience organising events or building a professional or online community.
- A background in training, learning and development, or professional services.
- Confidence with social media for a professional audience.

What we offer

- **Four days a week**, working from home in Singapore, with regular time together in person. Most work happens online and in Singapore hours; calls with UK colleagues fall at the end of your day (first thing in London), with only an occasional early-evening call. Room to grow to full time as the business grows.
- **S\$5,500 a month** (S\$6,875 full-time equivalent), plus a 13th-month payment and employer CPF.
- **A quarterly course-fill bonus** that rewards growth in course bookings, worth about S\$12,000 a year on target with no cap, plus commission on in-house contracts you revive.

- **Annual leave** on standard Singapore terms, plus public holidays.
- **Medical benefit:** details discussed at offer stage.
- **A laptop** if you need one, and the tools you need to work well from home.
- **Real ownership** of the business side of a well-established international business, with interesting clients and a founder who wants to trust you with it.
- **A front-row seat** in LEGO® Serious Play® and systems thinking, including the chance to attend our training.

The role starts with a three-month probation period.

How to apply

Send your CV with a short note, no more than one page, telling us about a time you took over a messy set of accounts or a neglected list of clients and put it right: what you found, what you did, and what changed.

Email your CV and note to Sean@serious.global. Applications close on 29 Nov 2026, and we will start conversations as strong applications arrive. Shortlisted candidates will be invited to a conversation with Sean and a short practical exercise based on real situations from our business. We aim to have our new Operations and Finance Manager in place in January 2027.

To find out more about us, visit serious.global.