

HUNTER ADMIN

Business Operations Specialist

BUSINESS OPERATIONS AUDIT

Sample Report

Focus Area: Delegation & Team Operations

Prepared for:
Clarity & Co. Ltd
Sarah Mitchell, Founder

Prepared by:
Gemma Hunter
[Hunter Admin | hunteradmin.org](https://hunteradmin.org)

Audit Date:
April 2026

Business Stage:
Growth (Year 4) | 3 Team Members

Confidential | For Illustrative Purposes Only

About This Audit

The Business Operations Audit is a comprehensive review of how your business is currently operating, not just what it looks like from the outside, but how it actually functions day to day. Delivered by Hunter Admin as your dedicated Business Operations Specialist, this audit is designed to surface the friction points that are quietly costing you time, money, and momentum.

This sample report reflects a real audit scenario for a growing service business in year four of trading. The founder - Sarah - was generating consistent revenue but felt increasingly stretched. She had a small team but remained the bottleneck in almost every decision and task. Sound familiar?

What We Examined

Six Core Business Areas
• Delegation & Team Structure - how work is being assigned, owned, and completed
• Systems & Processes - whether documented workflows exist and are being followed
• Communications & Client Management - how information flows internally and externally
• Time & Capacity - where the founder's time is actually going
• Finance & Business Rhythm - visibility of numbers and operational cadence
• Growth Readiness - whether the business is built to scale

How the Audit Works

The Business Operations Audit takes place over a structured discovery session of up to 90 minutes, supported by a pre-audit questionnaire and review of any relevant documentation you share. Following the session, you receive this written report within five working days, along with a prioritised action plan and a 30-minute debrief call.

The audit is priced at £395 and is fully credited against your first month of retainer should you choose to move forward with further support from Hunter Admin.

Executive Summary

Clarity & Co. is a well-regarded consultancy with a growing client base and a clear founder vision. Sarah has built something genuinely valuable over the past four years. However, the business has reached an inflection point that many founders recognise: the systems and habits that worked in year one are now actively holding growth back.

The central finding of this audit is straightforward - Sarah is doing work that her team could and should be doing, and her team lacks the clarity, frameworks, and confidence to operate without her. This is not a performance issue. It is a structural and operational one. No amount of hard work on Sarah's part will solve it; only deliberate, strategic redesign of how the business operates will.

HIGHEST RISK Delegation & Team Structure	IMMEDIATE WIN Client Communication	STRONG ASSET Founder Vision & Reputation
---	--	---

This report provides a clear, honest picture of where the business stands across all six areas and a prioritised roadmap for what to address first. The good news: the fundamentals of a high-functioning business are already present. What is missing is the operational architecture to support them.

Business Health Overview

The following RAG (Red / Amber / Green) summary provides a snapshot of the current operational health of the business across the six areas reviewed.

Area	Status	Key Finding
Delegation & Team Structure	Needs Attention	The founder is the primary decision-maker and task-executor across all areas. The team has capacity but no clear remit.
Systems & Processes	In Progress	Some informal processes exist but none are documented. Onboarding new tasks is inconsistent.
Client Communication	In Progress	Client satisfaction is high, but comms are flowing through Sarah personally, creating a bottleneck.
Time & Capacity	Needs Attention	The founder is working 50+ hours per week with no protected strategic time. Reactive mode is the default.
Finance & Business Rhythm	In Progress	Revenue is tracked but no monthly ops review cadence exists. Financial decisions are reactive.
Growth Readiness	Working Well	Reputation and referrals are strong. Business has the right components to scale with the right structure.

Detailed Findings

1. Delegation & Team Structure

Status	NEEDS ATTENTION
Team Size	Founder & 2 part-time team members
Current Approach	Ad hoc task assignment via WhatsApp and verbal instruction
Key Risk	Single point of failure - the business cannot function without the founder

What We Found

Sarah's two team members are capable and willing, but they do not have defined roles, documented responsibilities, or the authority to make decisions within a clear scope. Every task - from client queries to supplier emails and scheduling, routes back to Sarah, either directly or for sign-off.

This is one of the most common patterns in growing businesses, and one of the most costly. Sarah estimated she spends an average of 3.5 hours per day on tasks that her team could handle with the right frameworks in place. That represents over 17 hours per week, that's more than two full working days. This time could be reclaimed for strategic work, revenue-generating, or recovery time.

What This Costs the Business

Impact of Poor Delegation
• The Founder cannot take leave without the business pausing or suffering
• Team members are underutilised, leading to disengagement risk
• Growth is capped by the founder's personal capacity
• Quality and consistency depend on one person's availability and energy
• Reactive hiring decisions are likely - solving the wrong problem

What Good Looks Like

A well-delegated business has clear role accountability, a simple decision-making framework that empowers the team to act within defined boundaries, and a founder who operates on the business not just in it. This is achievable within 30 to 60 days with the right operational scaffolding in place.

2. Systems & Processes

Status	IN PROGRESS
Documentation	No documented SOPs. Knowledge lives in Sarah's head.
Tools in Use	Google Workspace, Trello (underused), WhatsApp
Consistency	Delivery quality varies depending on who handles the task

What We Found

Clarity & Co. delivers a consistently excellent service to its clients, but that quality is dependent on Sarah's personal involvement rather than a repeatable system. When asked to describe the onboarding process for a new client, Sarah provided an accurate and thoughtful answer. Her team gave two different answers.

This is not a team failing. It is a system failing. Without documented processes, every task is effectively being completed for the first time, every time. This is exhausting for the founder and inconsistent for the client.

Priority Actions

- Document the top five recurring tasks as simple, step-by-step SOPs within the next 30 days
- Activate and properly configure Trello as a shared team hub - it is already paid for and unused
- Create a client onboarding checklist that any team member can follow independently

3. Time & Capacity

Status	NEEDS ATTENTION
Founder Hours	50–55 hours per week (self-reported)
Strategic Time	Less than 2 hours per week dedicated to business development
Reactive vs Planned	Approximately 80% of the week is reactive

What We Found

Sarah is working hard. That is not the issue. The issue is that almost none of that effort is in the area that will actually move the business forward. When we mapped a typical week, the majority of Sarah's time was spent on: responding to messages, chasing information, making decisions that her team could make, and redoing or checking work that should have been done once.

There is no weekly CEO hour. There is no protected time for strategic thinking, business development, or even recovery. The business is running on Sarah's goodwill and adrenaline and that is not sustainable.

Where Sarah's Time Is Actually Going (Estimated Weekly)
• Client delivery and oversight - 18 hours
• Internal communications and chasing - 10 hours
• Admin and operational tasks that could be delegated - 12 hours
• Reactive problem-solving - 8 hours
• Business development and strategy - under 2 hours
• Finance, invoicing, reporting - 5 hours

Priority Action Plan

The following actions are prioritised based on impact, urgency, and interdependency. High-priority items form the critical path - addressing these first will unlock the most capacity and create the foundation for everything else to improve.

Priority	Action	Owner	Timeframe
High	Define clear role responsibilities for each team member in writing	Gemma / Sarah	Week 1–2
High	Create a simple delegation framework: what each team member can decide and act on independently	Gemma	Week 1–2
High	Document top 5 recurring processes as SOPs (client onboarding, query handling, weekly admin)	Gemma / Team	Week 2–4
High	Establish a protected weekly CEO Hour for Sarah - minimum 90 minutes, non-negotiable	Sarah	Immediate
Medium	Set up Trello as the team's operational hub with standardised boards and task ownership	Gemma	Week 3–5
Medium	Implement a weekly team check-in (15 minutes, structured agenda)	Gemma	Week 2
Medium	Create a client communication protocol so enquiries can be handled by the team first	Gemma / Sarah	Week 3–5
Medium	Introduce a monthly business rhythm: numbers, pipeline, team, priorities	Gemma	Month 2
Lower	Review tooling and consolidate where there is duplication or underuse	Gemma	Month 2–3
Lower	Begin building a simple knowledge base so the team can self-serve answers	Gemma / Team	Month 2–3

What Changes - and When

Business transformation does not happen overnight, but the right operational changes compound quickly. Below is an honest projection of what shifts with consistent implementation of this action plan.

Timeframe	What Sarah Stops Doing	What Sarah Starts Doing
30 Days	Answering every client query personally; making low-level daily decisions; spending evenings catching up on admin	Running a weekly team check-in; reviewing rather than doing; protecting one morning per week for strategy
60 Days	Manually onboarding every client; being the only person who knows how things work	Approving completed work rather than completing it; starting to trust the system
90 Days	Firefighting as a default mode; feeling like the business cannot run without her	Thinking about what the next 12 months look like; taking a day off without anxiety

Next Steps

This audit is the starting point, not the destination. The Business Operations Audit gives you a clear, honest picture of where you are and a structured path forward. What happens next depends on the level of support that is right for you.

Option 1 - Take It Away Yourself

- Use this report and the action plan as your own implementation guide
- The audit credit (£395) does not apply in this case, but the clarity is yours regardless
- We are always here if you want to return for support at a later stage

Option 2 - Hunter Admin Retainer Support

- Your £395 audit fee is fully credited against your first retainer month
- Foundation Retainer from £850/month - strategic and operational support on a retained basis
- We implement this action plan alongside you and keep the momentum going
- Monthly check-ins, ongoing process documentation, team support frameworks, and more
- You retain the strategic thinking. We carry the operational weight.

If this report has resonated - if any part of Sarah's story felt a little too familiar, that is worth paying attention to. The patterns that keep a business stuck rarely resolve themselves. But they do respond to structure, clarity, and the right support.

To discuss next steps, book a call or reach out directly:

Gemma Hunter | Business Operations Specialist

Hunter Admin | hunteradmin.org

Your Vision. Our Expertise. Real Growth.

This is a sample report for illustrative purposes. Client name and business details are fictional.