

**BUSINESS
LDN**



JOB DESCRIPTION
JOB TITLE

OPERATIONS DIRECTOR

Reporting to	Chief Executive
Team	Operations Team
Contract Type	Permanent
Working Pattern	Full Time
Salary	£90,000

We're delighted you're considering joining us at [BusinessLDN](#). We offer a fantastic place to work with plenty of employee-focused benefits along with an inclusive and healthy work life balance approach and a hybrid working of two days a week required in the office.

ABOUT THE ROLE

BusinessLDN is looking for an accomplished Operations Director to oversee the organisation's core administrative and operational functions. This is a senior and highly trusted position with significant scope and influence, ensuring the organisation operates smoothly, efficiently and to the highest professional standards. Reporting directly to the Chief Executive, you will lead a small administrative team, bringing together sound financial acumen, strong people leadership and hands-on operational management. You will also serve as the primary liaison with our outsourced HR, Finance and IT partners, maintaining robust governance, effective controls and a consistently positive employee experience as we strive to build an ever more inclusive culture. We are a long-established not-for-profit campaigning membership organisation, now in our 35th year, with around 170 members, annual revenue of approximately £3.7m and a team of 30 colleagues.

ABOUT THE CANDIDATE

You will be a senior administration or operations professional with experience operating at leadership level within a values-driven organisation. You will be confident managing people, trusted by senior stakeholders and comfortable balancing strategic oversight with hands-on delivery. You will have:

- Proven experience in a senior operations or administration leadership role, with clear responsibility for financial planning, organisational performance, and operational controls.
- A practical and rigorous financial skill set, with experience managing budgets, preparing forecasts, analysing financial performance, and supporting annual planning cycles. You will be comfortable working closely with finance partners, interpreting data, resolving issues and advising senior leaders on operational and financial implications.
- Strong people management skills with experience managing an administration team and ensuring resources are aligned to the business priorities.
- Light touch knowledge of HR practices and policies and IT in an oversight or partnering capacity (outsourced models welcomed).
- Excellent organisational judgement, discretion, and stakeholder management skills.
- A calm, proactive approach with the ability to operate effectively in a fast-paced, externally facing environment.

ABOUT BUSINESSLDN

At BusinessLDN, our mission is to make London the best city in the world in which to do business, working with and for the whole UK. We work to deliver the bigger picture, campaigning to tackle today's challenges and to secure the future promise of London. We harness the power of our members, from sectors that span the economy, to shape the future of the capital so Londoners thrive and businesses prosper. We support business to succeed – locally, nationally, globally. We campaigned for the creation of the office of London Mayor and Transport for London, for the Elizabeth Line, for congestion charging, and we incubated Teach First. We create opportunities for our members, from sharing insights to providing platforms, from making introductions to finding new talent.

KEY RESPONSIBILITIES FOR THIS ROLE

Leadership and team management

- Lead, mentor and develop the administration team
- Set clear priorities, objectives and ways of working for the administration function.
- Foster an inclusive, collaborative, high-performance culture with clear accountability and development pathways.

Executive and organisational support

- Oversee delivery of high-quality executive support across the organisation, ensuring consistency, professionalism and discretion.
- Act as a senior point of escalation for complex or sensitive administrative matters.
- Ensure senior leaders are supported effectively to focus on strategy, policy and external engagement.

Office and operations management

- Responsible for the management of a workplace environment, including security, maintenance, and other services. Ensuring that the needs and wellbeing of the organisation, employees, and/or visitors are met.
- Lead on health and safety risk management and our Business Continuity Plan

HR, Finance and IT oversight (outsourced)

- Act as the internal owner for HR, Finance and IT relationships, managing external providers and ensuring service quality.
- Manage financial processes, analyse variances, and recommend corrective actions, ensuring robust financial discipline
- Support light-touch HR activity including recruitment and onboarding, policies, employee relations and compliance, working closely with outsourced partners, to ensure we build an ever-more inclusive culture.
- Ensure systems, data and technology are fit for purpose and support a modern, hybrid working environment.

Process and continuous improvement

- Review, implement and improve administrative and operational processes to increase efficiency and resilience.
- Ensure appropriate documentation, controls and governance frameworks are in place.
- Contribute to organisation-wide projects and initiatives, bringing a practical, delivery-focused mindset.

THE SKILLS YOU WILL POSSESS

Criteria	Essential	Desirable
Excellent administration skills, to include planning and project management	✓	
Ability to interpret, analyse and model financial data to support decision making	✓	
High levels of discretion, professionalism and emotional intelligence	✓	
Ability to multi-task and prioritise effectively and efficiently in a fast-moving environment	✓	
IT literate – knowledge of Microsoft Word, Excel, Access and PowerPoint		✓
Proficient in writing skills with ability to draw information from various sources in a clear, concise and accurate timely manner		✓
Effective leadership of small teams, including coaching and performance management	✓	