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| **JOB DESCRIPTION and PERSON SPECIFICATION** |
| **Job Title** | Head of Operations |
| **Division** | Warmer Homes London |
| **Pay Band** | Band F |
| **Responsible to** | Warmer Homes London Managing Director |
| **Duration** | Permanent |

**JOB DESCRIPTION**

**Key Purpose**

As a member of the Senior Leadership Team, the Head of Operations will play a pivotal role in establishing Warmer Homes London as London government’s expert retrofit enabling service. They will lead the corporate support functions which underpin WHL’s ability to meet the Delivery Plan commitments and strategic objectives which serve WHL’s mission: to make Londoners’ homes greener, healthier, and more affordable to heat through energy efficiency.

Working closely with the Managing Director and other members of SLT, they will support the capacity of WHL to address systemic barriers which hold back retrofit in London. Together, the SLT team will be accountable for effective management of multi-million-pound retrofit capital programmes whilst developing enabling services which achieve continuous improvement in the quality, pace and scale of retrofit investment and demonstrate health and employment benefits for Londoners.

The Head of Operations will oversee WHL’s corporate delivery planning, governance, reporting, communications, and business support functions. They will lead the development of internal systems and tools and build a high-performing operational team that provides the data and capacity to support effective decision-making and influential stakeholder engagement.

This leadership position is critical to building a delivery track record and establishing WHL’s reputation for excellence.

**Principal responsibilities**

1. **Strategic Planning and Strategic Communication**
* Lead the development of Warmer Homes London annual Delivery Plan and three-year investment look forward in alignment with strategic objectives and funding agreements established by the WHL Board.
* Establish and manage an outcomes framework and integrate programme level reporting to track progress at a portfolio level against Delivery Plan goals.
* Ensure corporate planning processes are responsive to feedback, evidence, and external policy environments.
* Oversee strategic communications planning and delivery to ensure compelling, coherent, consistent messaging to and engagement with stakeholders.
* Develop and implement internal communication tools to support staff alignment with strategic objectives and engagement.
1. **Collaboration and Partnership Building**
* Foster collaborative working relationships across consortia members, accountable bodies, and delivery partners.
* Serve as a key interface with senior consortia members of multi-partner grant-funded retrofit investment programmes to support collective governance, shared accountability, and transparency across the partnerships.
* Represent the organisation in strategic operational design forums with stakeholders and partners
1. **Operational Leadership**
* Build and lead a multidisciplinary team delivering finance, performance, governance, communications, and business support functions.
* Develop systems, tools, and processes that scale with the organisation and support efficient, integrated operations.
* Ensure the organisation operates with financial discipline, strong administrative procedures, and a continuous improvement mindset.
* Provide oversight and evolve where agreed the HR, Facilities, IT, Legal, Finance and procurement services support provided to WHL under a Memorandum of Understanding with London Councils
1. **Governance, Compliance and Reporting**
* Ensure financial reporting, budgeting, and forecasting for grant funded programmes meet contractual obligations to funders and accountable bodies.
* Ensure high standards of governance through effective support to the board, committees, and partnership governance structures.
* Lead on WHL’s adherence to risk management and compliance, including regulatory, funding, and audit requirements provided by the hosting authority.
* Deliver high-quality, timely reports on corporate and programme performance for senior leaders, funders, and partners.
1. **Enabling Data-Led Programme and Service Innovation**
* Champion the use of data to drive performance, learning, and service innovation.
* Work closely with the Directors of Retrofit Strategy and Services, and Partnerships and Programmes to ensure feedback loops and learning informs innovation and design.
* Support the organisation’s ability to respond dynamically to insights from performance data, research, and evaluation.
1. **Senior Leadership and Culture Setting**
* Contribute to organisational strategy, culture, and transformation as part of the Senior Leadership Team.
* Role model inclusive, ethical, and collaborative leadership.
* Foster a high-performance culture that values impact, learning, and wellbeing.

**Accountabilities**

1. Deliver the annual Delivery Plans and three-year investment outlook development and approval process, aligned with strategic goals and funding commitments.
2. Establish and oversee a programme-wide outcomes framework and performance reporting system, enabling portfolio-level tracking against Delivery Plan objectives.
3. Ensure quarterly updates to corporate plans reflect stakeholder feedback, evidence, and changes in policy, maintaining relevance and responsiveness.
4. Oversee the delivery of a strategic communications plan, achieving consistency and effectiveness in internal and external engagement.
5. Sustain partnerships with all consortia members and stakeholders, ensuring shared governance is operational and transparent across all funded programmes.
6. Represent WHL in high-level strategic operational design forums annually, influencing the development area-based decarbonisation delivery models.
7. Lead and manage a multidisciplinary team, ensuring delivery of integrated finance, governance, communications, and business support services
8. Maintain operational systems and tools that scale with WHL growth, with annual process improvement reviews and implementation.
9. Ensure full compliance with financial, legal, HR, and procurement obligations, meeting all obligations to accountable bodies and funder reporting deadlines
10. Deliver accurate financial reports and forecasts
11. Manage the contractual arrangements with hosting provider
12. Champion data-led decision making, ensuring insights from performance, research, and evaluation directly inform service and programme innovation.
13. Actively contribute to WHL’s leadership and organisational development.

**Person Specification**

**Qualifications**

**Essential:**

* Degree-level education in a related field or equivalent professional experience and evidenced continuous professional development

**Desirable:**

* Accreditation in project or programme management (e.g., PRINCE2, MSP, Agile) or business administration.

**Experience**

**Essential:**

* Operational leadership in a public sector, partnership, or multi-stakeholder environment.
* Proven oversight of corporate services functions including planning, governance, performance, and communications.
* Track record of leading teams through growth or transformation
* Experience supporting formal governance structures (e.g., boards) and multi-agency partnerships, ideally involving grant-funded programmes.
* Experience designing and embedding systems and digital tools for financial, risk and performance monitoring and reporting.

**Desirable:**

* Experience of working with local or regional government bodies or their delivery arms.
* Understanding of retrofit, housing decarbonisation or asset management programme delivery environments.

**Skills and abilities**

**Essential:**

* Strong strategic planning and delivery skills, managing complex priorities and timelines.
* Excellent interpersonal and stakeholder management skills, with the ability to work across organisational boundaries and at senior levels.
* Strong written and verbal communication skills.
* Ability to lead, motivate and develop multidisciplinary teams in a growing, evolving organisation.
* Confidence in representing the organisation externally and in building trust with public sector leaders, funders, and delivery partners.
* Commitment to inclusive leadership, organisational learning, high integrity, and public accountability

**Desirable:**

* Skills in business process improvement.
* Familiarity with data visualisation, outcomes-based reporting, or public-facing dashboards,
* Knowledge of public procurement, grant compliance or legal frameworks relevant to public bodies.

Update dated: 14 August 2025