

Job Description

Job Title: Business Operations Lead	Service Area and Team: Operations Team	
Grade: D	Post Number and evaluation number:	Date last updated: 19 th Aug 2026
Reporting to Operations: Head of Operations	Responsible for:	
Our Values: Trust Through Collaborations - We believe collaboration helps us learn, grow, and explore new ideas – giving us the confidence to experiment, be creative, and deliver a real impact. We foster a culture of trust where open, honest conversations are valued and it’s safe to challenge. Rooted in respect - We respect the different cultures, backgrounds, and perspectives represented within London Councils, our partners, and all who live and work across London’s boroughs. We create space for every voice to be heard and valued. We call out current, historic, and systemic prejudice, seek out different views, and act with integrity to achieve fairer, more equitable outcomes Driven by Purpose - We are driven by our individual and collective purpose to make London a better place for everyone who lives in, works in, or visits the city we’re proud to call home. Our commitment to making a positive, meaningful, impact across all London boroughs and communities shapes our actions and guides our decisions. Equality and Diversity - We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work Health and Safety - Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		

Overall Purpose of Job:

The Business Operations Lead will lead the effective delivery of activities that underpin the fundamental operations of Warmer Homes London, while providing proactive support to organisational change. The role ensures operational excellence, drives continuous improvement, and acts as a key liaison between leadership and delivery teams.

This role plays a critical part in planning and managing corporate services change, ensuring alignment with strategic priorities and enabling Warmer Homes London to grow from a start up organisation to a mature delivery arm for London government. This role will have cross cutting responsibilities that enable the smooth running of a successful organisation which can evidence delivery against outcomes and performance expectations including, governance, reporting, financial management, compliance, risk, business continuity, recruitment, organisational culture and internal communications. They will work closely with various corporate functions within London Councils as WHL's hosting organisation to enhance processes that contribute to the overall success of the service.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Service Management and Operational Delivery:

- Provide visible leadership across business operations, setting the direction for high-quality, efficient and well-governed service delivery. Develop and maintain a forward service plan for core business operations, aligning routine activity, governance cycles and resource allocation with organisational priorities and delivery milestones.
- Maintain a tight process for tracking delivery and retaining focus on operational business as usual activity.
- Support the Senior Leadership Team by identifying operational service improvements, strengthening delivery discipline and ensuring robust oversight of progress against priorities, plans and strategic milestones.
- Own the framework for high-quality financial and management reporting, ensuring accurate data, effective controls and timely insight to support decision-making.
- Lead on compliance oversight across the service, ensuring appropriate policies, controls and assurance processes are in place, risks are monitored, and statutory or organisational requirements are met.
- Compile and maintain a register of contracts for Warmer Homes London and provide oversight of contract management to assure compliance and value for money.

- Maintain oversight of all internal policies relevant to the service, ensuring organisational practice remains aligned with them and that staff are appropriately trained, briefed and kept aware of their responsibilities.

Transformation, Change and Continuous Improvement:

- Lead defined transformation and change activity across Warmer Homes London, translating strategic priorities into deliverable plans, coordinated implementation and sustainable ways of working.
- Lead staff culture and engagement initiatives, including surveys, action planning and internal communications, to support organisational development and embed change effectively.

Service Operations and People Management

- Lead and coordinate day-to-day service operations, ensuring support activities are well managed, delegated appropriately and delivered consistently to a high standard.
- Create standardized operating procedures for Warmer Homes London and maintain oversight and training of all internal policies relevant to the service, working closely with London Council Corporate partners as host organisation.
- Ensure resilience and continuity to the business, taking account of peaks and troughs
- Develop and implement standardised processes that make the best use of available technology to enhance operational effectiveness.
- Collaborate with other staff to align administrative support with Warmer Homes London' strategic priorities.
- Provide high quality support to the senior leadership team to ensure the service is delivering effective recruitment, onboarding, and professional development of the wider staff body

Performance Metrics and Record management:

- Develop and implement performance metrics to measure the effectiveness of functions across Operations.
- Review and analyse data and provide insights for process improvement, reporting to the Head of operations
- Present insight and recommendations to senior leaders to inform service improvement, and operational decisions .
- Oversee the robust and accurate data collection of financial reporting and management information data

Strengthening Governance and Assurance:

- Assume responsibility for elements of governance management, helping to ensure effective planning and coordination of decision-making processes across the organisation.
- Ensure clear and effective communication within the team and across the service.
- Engage professionally with senior stakeholders and their offices to understand their needs and align support and meeting arrangements services accordingly.



- Establish and maintain strong relationships with offices of senior staff in partner organisations,

Facilities Management:

- Oversee compliance with host agreement with London Councils to ensure that the services are provided in accordance with the agreement (e.g. HR, finance and IT), and facilities, including buildings, equipment, and systems, are in good working condition
- Provide operational guidance and leadership on an accommodation review of Warmer Homes London's requirements as the organisation grows
- Define and enforce business continuity and health and safety practices to create a secure and compliant working environment

Any other duties commensurate with the role**Political Restriction**

In accordance with the Local Government and Housing Act 1989, certain posts are designated as politically restricted where they meet the statutory criteria, based on the duties and responsibilities of the role.

This post is politically restricted.

Politically restricted posts are subject to statutory limitations on political activity, including restrictions on standing for elected office and engaging in certain political activities.

Personal Specification

Job Title: Business Operations Lead	Service Area: Operations Team	
Grade: D	Post Number/Evaluation number:	Date last updated: 19th Aug 2026
Reporting to: Head of Operations	Responsible for: n/a	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the CV and/or sifting questions, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Councils. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
SKILLS AND ABILITIES: Operational Excellence: Strong understanding of business processes and the ability to implement and optimise standardised procedures.	Sift Questions/Interview and/or Anonymised CVs



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• Ability to mature and grow systems and processes, and identify gaps for implementing new process improvements • Attention to detail with robust and accurate finance and delivery monitoring, tracking and reporting Communication and Collaboration: • Excellent interpersonal and communication skills with the ability to liaise tactfully with senior decision makers and hosted service providers • Ability to collaborate effectively with diverse teams and stakeholders. • Able to represent Warmer Homes London in a professional manner and the highest levels	
Experience: Essential • Experience of leading a business support function in a public sector environment • Experience of Financial and contract management • Knowledge of HR processes and proven track record of leading recruitment processes Desirable • Experience of working within a political organisation • Experience of working with a grant funding setting	Sift Questions/Interview and/or Anonymised CVs



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Personal Characteristics

Team commitment and Motivation:

- Experience of effective line management, supporting high performance, ensuring an inclusive team culture in accordance with WHL and LC values and supporting the professional development of staff members Commitment to fostering a positive and inclusive work environment.

Service improvement and project delivery

- Proven track record of proactively making service improvements to operational activity
- Ability to lead projects end to end, keeping track of timescales, risks and escalation points.

Adaptability:

- Flexibility in responding to changing business needs and priorities.
- Openness to innovative ideas and approaches.
- Ability to work independently and proactively to drive change and continuous improvement.

Problem-solving and decision making:

- Confident decision-making skills, considering both short-term and long-term
- Strong problem-solving skills with a focus on finding practical and effective solutions autonomously.
- Ability to address challenges in a constructive manner.
- Ability to align business support functions with organisational goals.
- Proactive in finding opportunities for improvement.

London Councils Behaviours:

Trusted through Collaboration - How we demonstrate this Value (behaviours):

- We create **trusting relationships** where we value feedback and it's safe to challenge, and we treat sensitive information with respect
- We are transparent, **accountable, and open** in how we work with each other, our members, and our partners
- We **communicate** clearly and openly, ensuring information flows freely across all levels and functions, so everyone feels included and valued
- We **learn, develop, and innovate** through our collaborative approach – sharing our knowledge to deliver better outcomes

Rooted in Respect - How we demonstrate this Value (behaviours):

- We engage respectfully, by **listening** actively and **responding** thoughtfully, recognising the value in others' contributions and feedback
- We embed **equity** and **equality** in our decisions, processes, and daily actions
- We **challenge** bias and remove barriers to fairness and inclusion, recognising that fairness requires addressing unequal starting conditions
- We create a welcoming, **inclusive** environment where everyone feels they belong

Driven by Purpose - How we demonstrate this Value (behaviours):

- We **work together** to maximise our personal and collective impact
- We **listen** carefully to our members, communities and partners, making sure their needs shape our shared goals
- We **adapt** quickly and **learn** continuously to continue delivering meaningful change
- We stay **united** and **focused**, even when priorities shift and challenges emerge