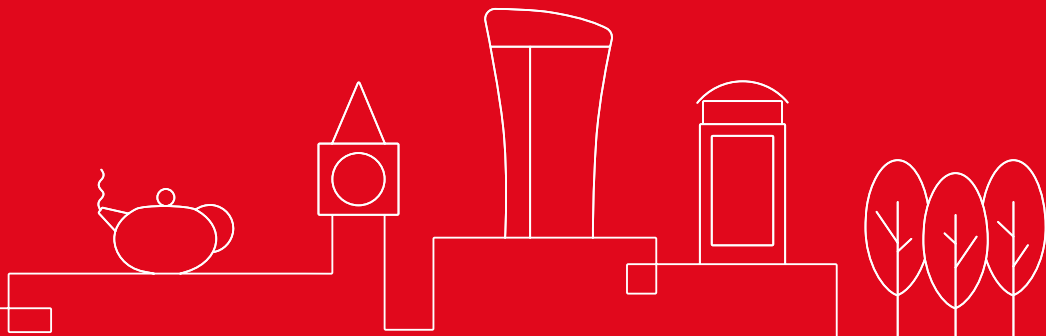


**LONDON**  
& PARTNERS

# **Managing Director of Operations**

Candidate Pack

**February 2025**



# Welcome

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This is an exciting time for a new Managing Director to have a real impact for London & Partners and London.

London is about to launch its new 10-year Growth Plan which sets out how the city will become more prosperous, greener, fairer, and a better capital to the UK.

As the city's growth agency, London & Partners has a leading role in delivering this Growth Plan. Our mission is to create growth that is inclusive, resilient and sustainable. We do this through our own highly effective programmes and by being infectiously ambitious for our city. We deliver ourselves and inspire everyone who shapes London to work together towards shared ambitions, with pragmatic optimism and a confident story to tell.

London & Partners is setting a new 3-year strategy for 25/26, 26/27 and 27/28. This will define our role in delivering the London Growth Plan, and how we need to change to achieve it.

We start from strong foundations. We are on track to exceed all our outcomes targets in 24/25, including our best year ever for both foreign direct investment and international trade. We have a strong and growing network of commercial partners. London & Partners is a happy team: we were recently ranked 3rd best not-for-profit to work for in the UK. Our Senior Leadership Team is stable, united and ambitious.

The Managing Director of Operations will play a key role in delivering our new strategy. In particular:

- A strategic priority is to use data and technology to scale our impact. This MD will oversee our first data and technology strategy, and build a team to deliver it.
- The London office will move to a new HQ in 2026. Our ambition is to create a civic centre for entrepreneurs and investors, including public and event spaces. This MD will lead on the search for a new location, commercial negotiation, fit-out and move.
- We anticipate a period of change in London's devolution settlement with central Government, as part of wider English devolution. This may have implications for London & Partners' mandate and funding. As an Executive Director and Company Secretary, this MD will ensure that we have the right corporate structure and governance to deliver effectively for London.

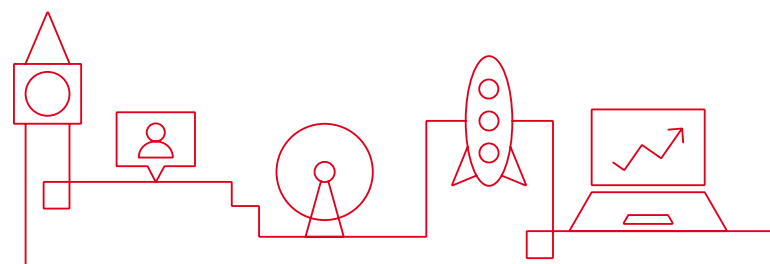
We are looking for a collegiate, inclusive and enterprising leader. Our new Managing Director of Operations will have a track record of leading operational functions in a similarly sized organisation in either the private or public sectors. They will be sensitive to the needs of a mission-driven social enterprise operating in London and 13 cities around the world. They will have successfully led significant operations transformation programmes. Importantly, they will share our mission, our values and our ambition for London.

I look forward to hearing from you.



**Laura Citron OBE**

CEO  
London & Partners



# About London & Partners

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London & Partners is London's growth agency. Our mission is to create economic growth that is resilient, sustainable and inclusive. We are a social enterprise, combining purpose with commercial rigour and are funded by grants channelled by the GLA, partners and our portfolio of commercial ventures.

London & Partners is a global organisation connecting people and organisations using our unique networks, channels and knowledge of London. We help international businesses set up in London, support small and micro businesses to thrive in the capital, help London-based businesses expand globally and bring leisure tourism and major events to the city. We also bring global institutional capital to London through our joint venture with the NLA, Opportunity London.

London & Partners operates brands including VisitLondon and the top-level-domain DotLondon. We are the co-founder of London Tech Week and run two award-winning programmes for startup and scale-up companies. In a typical year, we support thousands of scaling businesses, win hundreds of events for London, book over a quarter of a million hotel beds and engage with millions of visitors through our campaigns and digital channels.

We work closely with the Greater London Authority (GLA) across our portfolio and have an agreed set of key performance indicators: the economic growth (gross value added) and jobs that we create, the satisfaction of our clients and partners, and our commercial performance.

Read more about us at [www.londonandpartners.com](http://www.londonandpartners.com)





# Role Profile

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## JOB DESCRIPTION

### POSITION TITLE

Managing Director of Operations

### REPORTING TO:

CEO

### RESPONSIBLE FOR:

4 (Directors of Finance, People & Talent, Tech & Data; and Head of Planning & PMO)

### DIRECTORATE:

c30 FTE covering these functions: Finance, Compliance, Procurement, People & Talent, Technology, Data, Facilities, Corporate Governance, Planning & PMO.



# Purpose of Role

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The Managing Director leads all the operational teams that enable London & Partners to be a high-performing organisation delivering excellent value for taxpayers and its partners. This includes the Finance, People & Talent, Technology & Data and Planning & PMO teams.

The Managing Director ensures that London & Partners has the appropriate governance for a social enterprise that is funded by a mixture of grants, paid services and commercial ventures.

The Managing Director will play a critical role in delivering London & Partners' new three-year strategy (2025/6 – 2027/8). They will create a new Technology & Data team and strategy; lead the move to a new HQ location; and lead teams to upgrade the People & Talent, Finance and Planning & PMO functions.

The MD Operations is a member of the Management Committee of London & Partners, which together with the CEO, is responsible for the overall direction, performance and culture of the organisation. MD Operations is an Executive Director on the Board of London & Partners.



# Key Tasks

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## Corporate Leadership

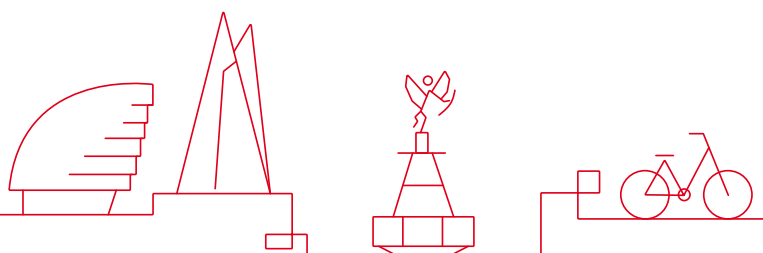
- With the CEO and colleagues on the Management Committee: set the overall direction of London & Partners, ensure that it meets its objectives, manage its corporate reputation and culture, and ensure high levels of staff engagement.
- Be a proactive member of the Management Committee and Senior Leadership Team. Provide constructive and critical challenge that improves the quality of discussions and decisions. Support colleagues to resolve issues and uphold collective decisions. Shape and uphold London & Partners' values and role model behaviour for a mission-driven organisation.
- Lead the annual Business Planning process and quarterly review cycle, working closely with the CEO, Management Committee, Finance Director and Head of Planning & PMO.
- Act as an ambassador for London & Partners, communicating the mission, impact and values of London & Partners. Build and maintain a strong network of key stakeholders including senior leaders in the Greater London Authority, the landlord and key external suppliers.

## Team leadership

- Lead the Operations and Governance directorate: inspire the teams by connecting what they do to London & Partners' mission, set clear direction and accountability, ensure high performance.
- Recruit and retain a high-performing team which lives London & Partners values and reflects the diversity of the city.
- With the CEO, agree a set of objectives, KPIs and targets for the Operations & Governance directorate. Lead the teams to ensure that these targets are met.
- Support direct reports in their professional growth and development. Ensure that managers in the Directorate are supporting the growth of their teams.

## Finance

- With the Finance Director (direct report), set the Finance strategy for London & Partners and have clear metrics for success.
- With the Finance Director, set the business plan and budget for Operations & Governance directorate, ensure budget responsibility and accountability.
- Ensure that the Finance team delivers a high-quality service for the organisation, including management information to support decision-making and efficient systems for all staff financial transactions and reporting.
- With Finance Director, take responsibility for monitoring the financial sustainability of the organisation, robust checks and balances, and a successful external audit.



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## **People & Talent**

- With the Director of People & Talent (direct report), set the People & Talent strategy for London & Partners and have clear metrics for success.
- Ensure that the People & Talent team delivers a high-quality service for the organisation, including for teams based outside the UK
- Lead London & Partners' efforts to be a leading employer for diversity and inclusion, with a workforce that reflects the city we represent.
- Ensure that the work of the People & Talent team supports and aligns to organisational culture.

## **Technology & Data**

- With the Director of Technology & Data (direct report) and other key members of the Senior Leadership Team (particularly Director of Digital Services), set a technology and data strategy and lead the teams to implement it.
- With colleagues across Senior Leadership Team, create a culture of continuous innovation so that London & Partners can adopt the technology which helps to achieve the mission.
- Ensure that the Technology & Data teams provide a high quality, responsive service, including for teams based outside the UK.
- Ensure that the organisation is appropriately protected and prepared to deal with cybersecurity risk.
- Ensure that the procurement and management of external technology suppliers provides value for money and high-quality service.

## **Governance and Decision-Making**

- Ensure that London and Partners has a robust governance framework and methodology. Ensure that London & Partners has appropriate transparency and audit arrangements.
- Ensure that the Board can perform its functions effectively. Lead the Board secretariat function. With the Chair of Nominations Committee, ensure that the Board has the skills and expertise to oversee London & Partners effectively, and that it reflects the diversity of London.
- Lead the governance relationship with the Greater London Authority, working closely with the Managing Director – Strategy who leads the policy relationship.
- Ensure that London & Partners has effective processes and tools for making and recording decisions and managing programmes and projects.
- Fulfil all obligations and responsibilities as an Executive Director of London & Partners Ltd.

## **Premises and Sustainability**

- Ensure that London & Partners has premises - both in London and internationally - that are fit for purpose and help to deliver the mission. This includes moving to new London premises in 2026.
- Lead on London & Partners' environmental sustainability, including monitoring and reporting on its Net Zero commitment.



# Person Specification

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## We look for talented people who share our values

- **We are passionate about London** – its history, culture and creativity. We work to build a vibrant future for London and for the UK. We are proud to serve our city.
- **We are enterprising** – we are curious, creative and resilient. We work with partners and the market to achieve our mission for London. We generate profit to reinvest in London's future growth.
- **We are inclusive.** We champion diversity internally and externally. We strive to reflect the city we represent. We create communities where people feel valued and belong.

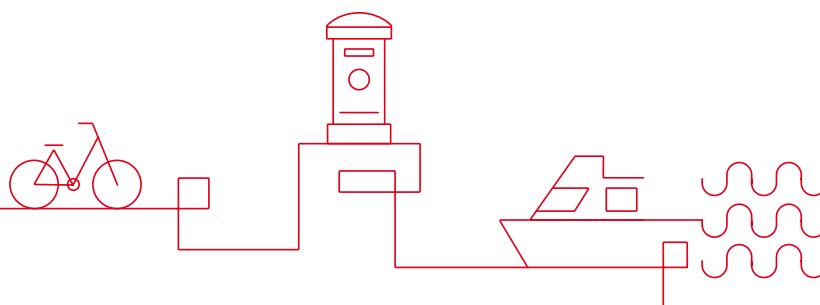
## Skills, experience and behaviours

### Essential

- **Leadership:** An established senior leader who can nurture an inclusive, enterprising culture which is ambitious for L&P and for London. A team player who builds strong, trusted working relationships with peers.
- **Delivery:** Able to lead a team to deliver high quality operations services. Experience of leading at least one of a finance, HR or technology function. A track record of successful change management and service improvement.
- **Strategy:** Able to operate effectively at senior levels in a fast-paced, public-private, politically sensitive and international setting. Can think strategically about abstract concepts and communicate them clearly, in writing and in person.
- **Technology and data:** Able to shape a technology and data strategy and to communicate clearly how it helps to achieve the organisation's mission. Experience of using technology and/or data to transform services. Embraces innovation and helps others to build their confidence.
- **Personal growth:** Demonstrates self-awareness, frequently seeking out challenges and opportunities to improve both personal and organisational performance.
- **Communication:** Is a clear, engaging and inspiring communicator, able to convey a motivating and compelling sense of purpose and direction to key audiences. Builds senior relationships and is an effective influencer.

### Desirable

- Previous experience in a similar Chief Operating Officer type role – particularly leading a technology function.
- Experience in a mixture of public and private sectors, or a social enterprise.
- Experience leading a major premises project including commercial negotiation, fit-out and operating a public space



# Nolan Principles

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All members of the Senior Leadership Team are expected to live by the 7 Nolan Principles of Public Life, which are:

## **1. Selflessness**

Holders of public office should act solely in terms of the public interest.

## **2. Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

## **3. Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

## **4. Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

## **5. Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

## **6. Honesty**

Holders of public office should be truthful.

## **7. Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

We are an equal opportunities employer and are committed to giving people the same opportunities for employment, pay, and promotion, without discrimination against anyone.

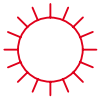
These are standard job terms, however various flexible working options will be considered should they meet the needs for the business. Examples could include job share, part time, flexible shifts and home working. Let us know how we can best support you to achieve the right work/life balance.

If you need to receive this information and/or apply in an alternative format, please contact London & Partners by emailing [hr@londonandpartners.com](mailto:hr@londonandpartners.com) or call 020 7234 5800 to discuss how we can help.

We encourage applications from all sections of the community.

# Benefits

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## Holiday

30 days annual entitlement plus bank holidays (pro-rata for part-time employees).

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## Moving Day

An additional day off to move home (once per year).

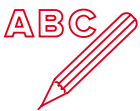
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## New Pet 'Orientation Day'

One day to use for welcoming a new furry family member (goldfish, stick insects and anything that looks like a snake or lizard not included. Basically, if it's not in a cage or tank and doesn't usually live in a field or barn, you can take a day to welcome it in).

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## First Day of School Leave

A day off to take and collect children (and do the "how can they be that age already" crying) when they start a new school.

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## Faith Days

You can swap bank holidays other than the holidays that fall during the winter closure days for other faith days. So, for example, you could swap the last bank holiday in August for Yom Kippur.

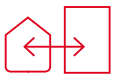
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## Wedding Day / Civil Partnership Leave

One day towards preparing for your big day.

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## Hybrid Working

Time split between the office and home, with two days per week at the office.

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## Group Pension Scheme

London & Partners offers a generous employer's contribution towards the pension scheme.

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## Rent Deposit

An advance may be made to any employee, subject to the satisfactory completion of their probation period, for the deposit on rented accommodation.





### **Medical Cash Plan**

Claim back the costs of dental and optical purchases/treatments, health screenings, diagnostics, consultations, prescriptions and therapies for you and your family.

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### **A Flexible Shopping Basket of Benefits**

Major savings at over 3,000 everyday retailers such as Tesco, M&S, Sainsbury's, Boots, House of Fraser, Debenhams, Currys, PCworld, B&Q, Expedia, Lastminute, and many more with simple-to-use discount cards.

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### **Interest-Free Season Ticket Loans**

Up to £5,000 per annum for transport to and from work. Loan repayments made directly from monthly salary.

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### **Ride to Work Scheme**

Get a tax-free bike with Evans Cycles and save up to 50% on the retail price. Settle the balance via 12 easy-to-manage monthly deductions direct from salary.

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### **Personal Accident Cover**

Up to £5,000 with our +Medicash proactive plan.

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### **Life Insurance / Death in Service Insurance Benefit**

4 x basic salary (eligible on joining the group pension scheme).

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### **Volunteer Leave Scheme**

Give something back to the community with up to 2 days paid annual volunteer leave. Join one of our organised volunteering placements

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### **Give as You Earn**

Make tax-free donations to any UK registered charity/ good cause directly from your payroll. or plan your own.

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# Terms of Appointment

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## Salary

Paying up to £147,777 per annum

## Hybrid working

Time split between the office, home, clients, partners and events with two days per week based at the office. We may also consider part-time hours for the right candidate

## Annual leave

30 days annual entitlement plus bank holidays (pro-rata for part-time employees).

## Location

The role is based at London & Partners, 1st Floor, 169 Union Street, London SE1 0LL.

## Pension

London & Partners offers a generous employer's contribution towards the pension scheme.



# How to Apply

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Green Park are our exclusive partners for this appointment, If you wish make an application please visit <https://micro.green-park.co.uk/lp>

- your CV (no more than three sides).
  - a short supporting statement (maximum two sides) that sets out why you are interested in joining London & Partners.
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Search closes

W/C 17<sup>th</sup> March 2025

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Structured discussions with top candidates

W/C 24<sup>th</sup> March 2025 - W/C 7<sup>th</sup> April 2025

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First stage interviews

(L&P Panel, CEO, Board Members)

W/C 14<sup>th</sup> April 2025

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Final stage interviews

(Peer to peer and CEO)

W/C 21<sup>st</sup> April 2025

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**LONDON**  
**& PARTNERS**