Job Description: Operations Manager at the Growth and Reform Network

**Location:** Flexible, with a London base and occasional travel to key partner locations across the UK

**Contract type:** Full time, Permanent

**Salary:** £33,000 - £35,000 FTE depending on experience

**Flexible working:** For this role we are open to discussing the possibility of reduced hours, remote working, flexible start and finish times, or compressed hours. Please wait until the job offer stage before asking us about flexibility, and we will explore what’s possible for the role alongside you

**How to apply:** To apply for this role, please send a CV and 1 page covering letter addressed to: info@growthandreform.org (with the subject line Operations Manager)

**Deadline:** Application deadline - 23:59 on Sunday 7th September 2025,with interviews held w/c 15th September.

Shape

**About the Growth and Reform Network:**

The Growth and Reform Network (GRN) is a new partnership initiative led by the Centre for Progressive Policy, the Future Governance Forum, and Metro Dynamics, bringing together a network of pioneering local and combined authorities across the UK. Its mission is to bridge the gap between national policymaking and regional and local implementation, acting as a key forum to bring mayors, local leaders and practitioners together with national policymakers to develop the innovative ideas, policy and practice to drive local growth and reform.   
   
Through fostering collaboration across tiers of government, convening peer to peer support on shared policy challenges, providing direct delivery support to unlock innovation, and developing the evidence base for inclusive growth and reform, the GRN will help places across the UK to unlock good jobs, better services and improved life chances for people across the country.

**Why Join Us?**   
Now is an exciting moment to be joining our organisation. You will be at the heart of developing and delivering on an exciting and innovative new initiative to reshape public service delivery and economic growth across the UK. You will have the opportunity to work across a partnership of high-impact organisations that already share a strong track record influencing policy and driving practical change to improve the lives of communities. If you are passionate about enabling inclusive economic growth and reforming public services for the better, this is a unique opportunity to make a lasting impact.

**Role overview**   
As Operations Manager at the Growth and Reform Network, you will oversee daily operations for our small and dynamic team, ensuring efficiency and productivity.

This will include coordinating logistics for external engagement and taking a leading role in embedding our core values. You will work closely with the Director to design and implement effective systems for governance and tracking network deliverables to facilitate the effectiveness of the team as a whole. This is a pivotal role for our small but high achieving team, bolstered by the support of the Future Governance Forum and Metro Dynamics, as well as a wide range of partners across the progressive policy ecosystem. By joining us now, you will be at the forefront of developing one of the UK’s most exciting policy and practice networks and will have the opportunity to play a role in shaping the policy agenda on devolution and local inclusive growth.

**Shape**

**Key responsibilities:**

**Operational Management**

* Develop, implement, and maintain operational policies and procedures
* Coordinate network delivery with partners to ensure smooth workflow processes

**Stakeholder and Event Coordination**

* Coordinate logistics and communications for external engagement, including liaising regularly with high level stakeholders to ensure effective and efficient partner and member engagement
* Support the planning and execution of network events, workshops, and seminars with network members and wider partners
* Support cross-team projects and initiatives with operational input.

**Governance**

* Oversee facilities, IT systems, and general office administration, including managing contracts, service agreements and suppliers
* Support with preparation for Board meetings and develop systems for tracking deliverables, providing support for organisational governance processes
* Diary management support for senior leadership, including scheduling meetings, events, and travel arrangements.

**Finance support**

* Manage team and company expenditure, working with finance colleagues to ensure timely and cost effective processes

**Key skills and experience**

**Essential:**

* **Recent relevant experience -** Proven experience in operations, administration, or project management, ideally within a non-profit environment
* **Organisation skills –** strong organisational and planning skills with experience supporting cross-functional teams and coordinating multiple workstreams
* **Communication skills** - Excellent written and verbal communication skills, with experience in representing an organisation to external stakeholders
* **Managing office systems** - Experience managing office systems, facilities, and suppliers, including proficiency in Microsoft Office and project management tools
* **HR knowledge** - Good working knowledge of HR processes, compliance requirements, and data protection

**Desirable:**

* **Fundraising:** Experience of supporting bids for project and programme funding.
* **Public policy expertise:** In-depth understanding of relevant UK policy areas such as inclusive or fair economic growth, devolution, public service reform, public health and prevention, regional economic development.
* **Local and regional government:** A strong understanding of the local and regional government landscape, with demonstrated experience of working with council leaders/mayors, and/or local or regional government chief executives and directors.

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**The Growth and Reform Network**

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