



Job Description

Job Title:	Operations Manager
Reporting To:	Operations Director
Salary:	£35,000 - £38,000 per annum (based on Experience)
Seniority Level:	Management
Location:	On-site in Tooting Broadway, London
Contract:	Full-time, 12-months fixed term, with potential to make permanent

POSITION SUMMARY

Business Launchpad wishes to hire a highly organised, process-driven individual to oversee operations for its Tooting Works business centre.

As a key member of the Tooting Works team, the Operations Manager oversees the renting of our office units, tenant relations, and building maintenance and management, among other things. The post holder ensures the centre is run to a high standard, including excellent customer service, compliance with all current building and health and safety legislation, a high occupancy level and operation within budget.

The Operations Manager line manages four team members, making up the lettings team and the maintenance team, and works closely with other teams, including marketing, finance and the delivery team for the Business Launchpad charity.

About Us

Tooting Works is a business centre and community hub in Tooting Broadway, offering office space, co-working, an event space and more. It has been offering affordable office space and helping local businesses and organisations to flourish and grow for over 30 years. See www.tootingworks.co.uk for more information.

Business Launchpad operates on-site at Tooting Works and is a registered charity which provides support and training for entrepreneurs aged 16-30 years from across London who want to set up their own businesses. See www.businesslaunchpad.org.uk for more information.

ROLE & RESPONSIBILITIES

Centre Operations Management

- Oversee the day-to-day operations of the business centre, ensuring all facilities are well-maintained and running smoothly, and that the lettings process is compliant and well-managed.



- Implement and monitor operational policies and procedures to improve efficiency and service quality, including opportunities to digitise procedures and services.
- Manage building improvement and repair projects in collaboration with the maintenance team and the operations director.
- Ensure compliance with health and safety regulations and manage risk assessments.
- Identify, anticipate and address problems and opportunities for the business centre in collaboration with senior management.

Customer Service

- Act as a point of contact for tenants, addressing any issues or concerns promptly and professionally.
- Foster strong relationships with tenants, ensuring high levels of customer satisfaction and retention.
- Collaborate with the marketing team to develop and implement strategies to attract new tenants and retain existing tenants with the goal of maintaining high occupancy levels.

Financial Management

- Manage the operational budget, ensuring cost-effective management of resources and that projects are delivered within budget.
- Negotiate contracts with suppliers and service providers to secure cost-effective deals.
- Ensure tenant arrears are regularly monitored and managed.

Line Management

- Lead, mentor, and manage the lettings and maintenance teams, ensuring high performance and productivity.
- Conduct regular team meetings, performance reviews, and provide ongoing training and development opportunities.
- Handle recruitment, onboarding, and offboarding of staff members as needed.

Essential Skills / Experience

- Bachelor's degree or higher.
- At least 2 years' experience in operations work.
- Excellent organisational and administrative skills.
- Desire to drive operational excellence.
- Line management experience.
- Experience of managing a building, property or facilities beneficial.



- High comfort level with online tools such as MS Office, project management software, or similar.
- Strong written and oral communication skills.
- Negotiation and customer service skills.
- Resilient and adaptable with ability to multi-task.
- Solution finder.

About Rewards

- 25 days' annual leave plus bank holidays
- Personal annual training budget
- Employee assistance programme including counselling.
- Regular team socials throughout the year
- Generous sick pay allowance following probation.
- General eye test
- Well-being day (1 day per year)
- Volunteer day (1 day per year)

The duties and responsibilities described are not a comprehensive list and therefore the scope of the job may change as necessitated by business demands.

Pre-employment Checks

Any employment with Business Launchpad will be subject to the following checks prior to your start date:

- Satisfactory Disclosure and Barring Service (DBS) check
- Receipt of two satisfactory references
- Proof of eligibility to work in the UK.

Please email your CV to jobs@businesslaunchpad.org.uk with a cover letter stating why you are interested in this role.

Please be aware that this advert will remain open until the vacancy has been filled. Interviews will take place throughout this period; therefore, we encourage you to apply early to avoid disappointment.

Equal Opportunities Statement

We are an equal opportunity employer. We do not discriminate based on race, colour, religion, sex, national origin, age, disability, or any other legally protected status in our employment decisions and policies. We are committed to creating a diverse and inclusive workplace where all employees are valued and have the opportunity to succeed. All qualified applicants will receive consideration for employment without regard to their individual background or circumstances.