

"There's never been a more exciting time to bring funders together and create change for our communities"

We hope you'll agree if you come and join us in the exciting role as our **Operations and Governance Manager**.

What's the job?

We need someone to join us as our **Operations and Governance Manager** to ensure London Funders, its projects and subsidiary Collaboration Circle, run smoothly. The ideal candidate will bring strong organisational skills, a collaborative and people-led approach, and the ability to turn strategic thinking into clear, effective action.

We're at a pivotal and exciting point in the organisation as we've grown from three to thirteen team members in the last few years. Alongside this, London Funders now has a subsidiary organisation in its infancy, [Collaboration Circle](#), and the potential for a second one through our place based work with [London's Giving](#). This growth creates real opportunities to shape and deliver strong communications across the London Funders family.

We're now looking for someone who can help us build on that growth by identifying opportunities for operational efficiency and designing smart, people-centred processes. This role will lead on implementing new policies, ensuring compliance with charitable and regulatory requirements across finance, HR, and governance, and managing digital systems to streamline workflows.

You'll work closely with colleagues across the organisation translating strategic conversations into practical actions, such as producing high-quality board papers and ensuring smooth governance by coordinating schedules, meetings, and deadlines that supports effective decision-making. In addition, you'll collaborate on recruitment, training, staff development, and organisational project management, helping to shape a supportive and high-performing team culture. This means that there is lots of opportunities to design, develop and implement new processes across the London Funders family. We are looking for someone who is adept at using a variety of systems (training provided) and can ensure all staff are confident in using them, this will be alongside our plans to implement the use of AI across the organisation.

We're looking for someone who thrives in a small team but is equally confident working independently, who brings initiative and creativity to solve challenges, and—importantly—shares our commitment to building a fairer future for communities.

So who are we?

We're at the heart of a great network of over 170 member organisations, focused on funding effectively. This includes every local authority in London, City Hall, independent trusts and foundations, businesses, social investment organisations, housing associations and more. Together, our members invest over £1 billion every year in civil society through all aspects of our lives, from

arts through to welfare, so that people across our communities can live better lives. We're the place where funders come together to connect and collaborate, where ideas are generated and acted on, and where people work to ensure that resources are channelled to the right places. You can read more about our ambitions [here](#).

What do people say about us?

We're always listening to people to help shape our work – and we've shared a few reflections below so that you can get a better sense of who we are and what we do. You can also see some of their comments and thoughts yourself on our social media (@LondonFunders).

Daniel joined the team in January this year as our Programme Development Manager:

"I felt welcome in the team since day one and that has helped me to adapt to my role and the variety of tasks I do."

Yvonne Field, the Founder of Ubele, worked with us on the London Community Response collaboration, helping to ensure that groups led by Black and Minoritised communities can access funding and is a vital part of our partnership looking to the future of funding in our city:

"It has been refreshing to see a partnership of funders that have really put equity at the heart of their approach, and to see that when we work together we can ensure that communities get the resources they need."

We also asked our members what they'd say about us:

"London Funders are a small team that achieve big things - thanks for all you do."

"You are a really lovely team, and have done an incredible amount to strengthen and support funding for vital community led activity . It is hugely appreciated and it is always great to interact with you"

"Your team are doing a fantastic job – we are grateful and full of admiration."

Who are we looking for?

Our ideal candidate would be someone who has had a minimum of two years' experience of working in operations covering at least two areas of HR, Finance, Governance and Systems, ideally in a non-profit. The candidate will have an eye for detail, with excellent administration and organisation skills. Alongside this they are confident in managing projects, implementing changes, and communicating and training staff on them internally. We are looking for someone who takes initiative in their own work and keeps on top of trends and best practices across the sector, bringing their previous experience and learning to the role. You'll also need to be able to be a strong team player, taking into account how individuals work in the organisation alongside how we establish new systems and procedures.

Our emerging family structure is a dynamic place to work, and we're always testing new ideas and making the most of new opportunities with our members and staff team. As such you'll be someone who is confident working across different areas and able to bring energy, a keen eye and collaborative attitude to everything you do.

We're proud of the diversity and vibrancy of our communities, and work to champion equity and justice in all that we do. We are actively working to make sure we reflect our community in our staff team, and are particularly welcoming of applications from people from Black and racially minoritised communities, who identify as LGBTQ+, and from people with disabilities, to help strengthen the diversity of thought and experience in our team that we know will make our work even stronger.

What can we offer?

We are a small organisation with big ambitions. And we can't achieve those without our staff team. That's why we work hard to create a positive work environment for all employees, where everybody can learn, thrive and deliver their best.

We believe a staff culture which values inclusion, equity and wellbeing helps to create a stronger, healthier and more productive team. We have just made a permanent change to make our working week to be 32 hours for full-time staff which enables staff to work a four day week), alongside this we have systems to enable hybrid working (at the moment we're all in the office together at least 60% of our time). This shows our commitment to creating a culture that encourages wellbeing and personal growth, but still gives us the time to get the job done as effectively as possible. You can read more about what's it like to work for us [here](#).

There is flexibility about the hours for this role, so it would be available on a part-time or full-time basis (with a minimum of 24 hours per week). The skills, experience, insights and inspiration you will bring to the role are more important to us, so we'll do what we can to accommodate your preferred working pattern.

The salary is **£38,000** per year (or pro rata if you choose part-time). From the first day of employment you will be entitled to Health Cover and Life Insurance as part of our staff benefits package. On completion of your probation period you'll also be able to access our other employee benefits including our Cycle2Work scheme, together with volunteering days, five weeks annual leave allowance and office closure between Christmas and New Years. We also offer a generous pension scheme (employer's contribution of 10% of your salary). You can read more about our benefits [here](#).

How can you join our team?

If you're interested in the role we just need you to send us your CV, together with a covering letter (no more than two sides of A4) that explains how your skills, experience and knowledge make you the right person for this role. We'd also like you to fill in a monitoring form, which will be detached from your CV/letter on receipt, and used to help us ensure that we're reaching the full diversity of London's communities with our recruitment.

All personal details will be redacted from your CV and covering letter prior to shortlisting so please send in a Word format that can be copied and pasted.



The deadline for getting your application to us is **29 September at 10am**. Interviews will be in person on **9 October or 14 October** at our office in Moorgate.

When you're ready, send your CV, covering letter and diversity monitoring form to our EA and Operations Coordinator, Georgie: georgie.obrien@londonfunders.org.uk. You can also contact Georgie on that email address if you have any queries or call us on 020 7255 4488. We look forward to hearing from you!

Job Description

Job title: **Operations and Governance Manager**

Salary: £38,000 per annum (pro rata for part time)

Hours: Flexible, with a minimum of 24 hours, for full-time, 32 hours per week

Responsible to: Director of Strategy & Operations

Contract: Permanent

Purpose of role

The **Operations and Governance Manager** is responsible for:

- **Governance & Reporting** – Transform key messages and strategic insights into outputs such as board papers and KPI dashboards, support effective decision-making and keep the organisation aligned on its priorities. Coordinate governance schedules, act as Secretariat for board meetings, and support policy reviews.
- **Office Management** – Ensure the smooth day-to-day running of the office, creating a safe, welcoming, and productive environment for staff to thrive.
- **Operations & Process Improvement** – Lead on designing and refining internal workflows, documenting key processes, and rolling out improvements across the team to enhance efficiency and clarity.
- **Systems Oversight** - Maintain oversight of organisational systems, including our CRM (Salesforce), and use them to develop practical, user-friendly solutions that support our work. Keep the team informed of new features and manage integrations to ensure systems work seamlessly together.
- **HR** – Support the Director of Strategy & Operations to develop HR systems and processes, including organisational wide training and development, and recruitment.
- **Finance Support** – Manage expenses, invoices and day to day cost control, payment runs, and produce monthly cashflows and forecasts.

Areas of responsibility

1. Office Management – office, operations and systems

- Overview of all systems at London Funders and responsible for creating/updating staff guides and training, managing API integrations across platforms, proactively ensuring our systems are meeting need of staff team and looking for creative solutions

- Assisting with communications between team members and associates, including developing and maintaining effective internal communications channels , and organising team meetings, planning and away days
- Developing and maintaining our database and designing processes with team members for effective engagement reporting
- Undertaking ad hoc projects to support the organisation, including desk-based research and leading activities delegated to this role e.g. introducing new systems/processes
- Working with colleagues in the building on any issues relating to the premises or shared systems (including liaising with IT and telephony providers as required)
- Dealing with external suppliers (e.g. IT, office space, phones) to ensure operational effectiveness and making sure we get best value in our purchasing
- Coordinate with vendors and suppliers to get quotes, negotiate pricing and maintain good relationships with external stakeholders

2. HR, Finance and Governance

- Using, maintaining and developing our finance systems
- Raising and receiving invoices and completing monthly reconciliation of accounts
- Producing monthly cashflows and forecasts to ensure the organisation keeps on track of budget
- Logging and monitoring team expenses
- Assist Director of Strategy & Operations with financial reporting for the Trustee Board, annual budgeting process and audit
- Assisting with recruitment ensuring teams follow the recruitment process and policy
- Oversee staff induction and onboarding processes, guiding line managers and ensuring new staff are trained on all relevant systems
- Servicing all governance meetings of the London Funders family including the Trustee board, liaising with team members to coordinate and collate the papers for meetings
- Developing templates and generating reports from our database, finance package and other systems to enable team members to report effectively on our activities
- Maintain and update the Quarterly Strategic KPI Dashboards

3. Contributing to the work of the wider team

- Work with the team to provide insights for our networks, meetings and events
- Contribute to quarterly reports to governance meetings, and to reports to funders and supporters, to highlight the achievements of our programmes.
- Contributing to team meetings and the plans and activities of the wider London Funders team.
- Undertake other tasks to support our delivery as required when working in a small team.

4. General responsibilities

- Maintain positive working relationships with colleagues in a small team

- Be proactive about your own development and identify opportunities to learn
- Ensure that the values of equity and justice are embedded in everything that you do
- Undertake other duties as reasonably requested by the Chief Executive or Trustee Board.

Person Specification

Job title: Operations and Governance Manager

| Criteria | Essential /Desirable | Method of assessment |
|--|----------------------|----------------------------|
| Skills & Knowledge | | |
| Understanding of compliance requirements in at least one of finance, HR, or governance, ideally within a charitable or regulated context | Essential | Application/Interview |
| Ability to interpret financial data and produce basic reports, including identifying trends and providing actionable insights. | Essential | Application/Interview/Test |
| Strong interpersonal skills, including the ability to engage with, influence and collaborate with others | Essential | Application/Interview |
| Familiarity with system design, user journeys, and data flows; experience with APIs and workflow automation | Desirable * | Application/Interview |
| Proven project management skills, including managing competing priorities and working under pressure | Essential | Application/Interview/Test |
| Excellent time management and prioritisation skills, with a proactive and solutions-focused approach | Essential | Application/Interview |
| Proficiency in using Microsoft 365, CRM systems (e.g. Salesforce**) and managing API integrations | Essential | Application/Interview |
| Knowledge of London's funding sectors | Desirable * | Application/Interview |
| Experience | | |
| Two years experience in either of the following areas; HR, Governance, Finance and Operations | Essential | Application/Interview |

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| Office management experience, including oversight of facilities, health & safety, and creating a productive work environment | Essential | Application/Interview |
| Experience in designing and delivering staff induction and onboarding processes | Desirable * | Application/Interview |
| Experience in researching, setting up new systems, and training staff teams with continual review and development | Essential | Application/Interview |
| Experience with financial systems (e.g., QuickBooks, Xero), including data input, cashflow management, and forecasting | Desirable * | Application/Interview |
| Experience building partnerships and working collaboratively across different levels of an organisation | Essential | Application/Interview |
| Demonstrated commitment to equity, inclusion, and challenging injustice in the workplace | Essential | Application/Interview |

** For the criteria marked as “desirable”, training and support will be available to you if appointed and you do not have pre-existing skills, experience or knowledge of these areas.*