WE ARE HIRING

TOWN is hiring a Head of Operations to help deliver our diverse portfolio of work across the UK.

TOWN.



Head of Operations

c.£60,000
depending on experience, plus benefits and incentives

APPLICATION DEADLINE: MIDDAY, FRIDAY 22ND AUGUST 2025

About TOWN

TOWN is a profit-with-purpose developer, with a mission to build good places for better lives. We work with local authorities, landowners, investors and communities to deliver developments that improve people's quality of life, enable more sustainable ways of living and enhance the wider places they are part of.

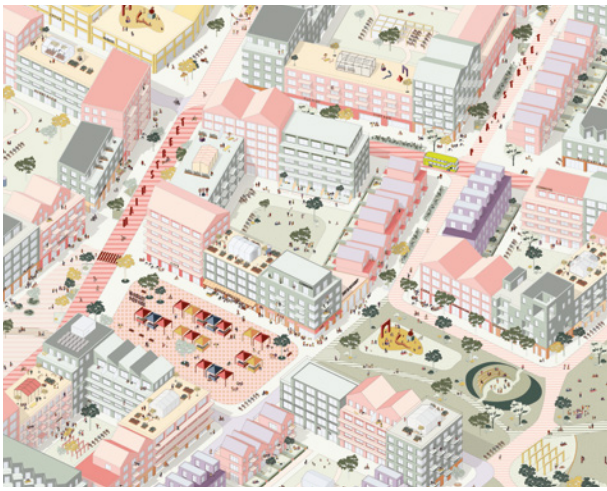
Our projects range from 14 to 5,600 homes, in locations throughout the UK. Across all our projects, we apply the principles of design, sustainability, placemaking and engagement to deliver impactful, commercially successful developments.

STRATEGIC DEVELOPMENTS

We plan and oversee the delivery of new settlements or extensions to existing towns and cities.

Hartree

A substantial new quarter of Cambridge, with over 5,000 homes across 48 hectares of brownfield land.



URBAN REGENERATION



We plan and deliver complex, mixed-use regeneration projects.

Love Wolverton

A £35 million regeneration of Wolverton's town centre.

HOUSING

We deliver highly sustainable, well designed and community-oriented housing developments.

Marmalade Lane

TOWN's first completed development, Marmalade Lane, is a 42-home cohousing community in Cambridge.



TOWN.

The Role

As Head of Operations, you'll join TOWN in a senior role at a pivotal moment. We're embarking on a four-year strategic plan to grow our pipeline, organisational capacity and impact.

You'll play a central role in strengthening our operational systems, team culture and financial capacity during this period of planned growth. The role includes responsibility for operations, HR, systems and governance functions, reporting to the Founding Directors. You'll also play a co-ordinating role in the company's financial management and planning, overseen by our external Finance Director and supported by an in-house analyst and external accounts and other contractors.





Key responsibilities

- Taking overall responsibility for day-to-day operational systems, ensuring efficient and effective processes across HR, IT, resourcing and governance.
- Developing and implementing systems, policies and processes that support TOWN's growth, improve operational effectiveness and ensure the business complies with its obligations and follows good practice in its organisational policies and approach to risk management.
- Helping to foster a collaborative, high-performing and inclusive team culture, ensuring good performance management and professional development for staff, comprehensive systems for staff effectiveness and wellbeing, full HR compliance and timely recruitment.
- Overseeing IT infrastructure and data security in partnership with external providers, introducing and managing digital tools and strategies that enhance team efficiency and delivery.
- Supporting the quarterly cycle of board meetings and reporting, biannual project reviews and monthly project resourcing and capacity planning.
- Coordinating in-person planning and team development days.
- Supporting the directors in monitoring cashflow and devising and implementing budgets and resourcing strategies aligned with our four-year strategic plan and annual business plans.
- Liaising with colleagues and our outsourced accounting support and external financial advisors to ensure effective management of invoicing, payroll, bookkeeping and financial compliance.

Requirements

This is a new role with significant potential for personal growth and advancement for the right candidate. We're looking for an ambitious, energetic professional with strong organisational skills, good financial literacy, experience of working in or with small growth-oriented companies, and a clear affinity with TOWN's impact on people and the built environment. Key credentials are:

- Experience in a key operational role, ideally within the housing or development sector.
- Experience managing HR systems and support high-performing teams.
- A good understanding of financial planning, reporting and oversight
- Excellent communication, problem-solving and project management skills.
- Understanding of IT systems and external support available to optimise IT operations
- Confidence with digital tools, data handling and process optimisation.
- A strategic mindset and attention to detail, with a hands-on approach to delivery and a willingness to reprioritise and problem-solve when necessary.
- A values-driven outlook and enthusiasm for supporting a purpose-driven team.

Personal qualities

We are looking for someone who shares an affinity with TOWN's mission. Some qualities we also value include:

- An effective communicator;
- A good team member;
- Self-motivated with an ability to take ownership and work flexibly;
- A problem solver, able to face challenges with tenacity and creativity; and
- A strategic thinker, able to see the bigger picture and navigate the details of the business.

We value diversity and inclusion and welcome applications from candidates from all backgrounds.

What we offer

- We offer a competitive salary, dependent on experience, plus discretionary bonus.
- Benefits include:
- Workplace pension
- 25 days' annual holiday (plus bank holidays), increasing by one day per year of service up to a maximum of 30 days.
- Additional day off on the last Friday of every other month to support work/life balance.
- CPD and personal development opportunities.
- A Growth Share scheme (in development) to give longer-serving employees a stake in the future growth of the business.

Working arrangements

TOWN is an online company. Staff can work from anywhere in the UK and come together regularly around projects and company events. Staff also make use of flexible workspaces based in London or close to home. The current team is based in Brighton, Newcastle, Bristol, Leeds, Cambridge, York and London. TOWN's flexible approach to working entails regular travel by train and occasional overnight stays.

How to apply

To apply, please submit your CV and a covering letter (max 500 words) to jobs@wearetown.co.uk.

The deadline for applications is noon on **Friday 22nd August 2025.** Interviews are likely to be held via Zoom in early September.

To arrange an informal conversation about the role before applying, please email jobs@wearetown.co.uk.