

Job Description and Person Specification

Job Title: Head of Operations

Reports to: Directors

Location: Grow Hackney and Grow Studios, Hackney Wick, E9 5LN

Contract Type: Full-time, 8-12-month fixed term (flexible timescales for the right candidate with the potential to extend)

Working Hours: Mon–Fri, with occasional evening and weekend work (agreed in advance; TOIL)

Salary: £42-45k, dependent on experience

Start Date: As Soon As Possible

Role Overview

The Head of Operations is a senior and pivotal role within the organisation and has accountability across digital and physical domains. You will focus on existing digital systems and develop new ones to optimise productivity, improve workflows, team coordination and customer service as well as find opportunities to save money and generate income. Ultimately, you will ensure the smooth, day-to-day functioning of Grow's venue and studios.

We are a committed team and have been laying the groundwork for this role, upgrading our digital platforms, mapping data and workflow. We now need someone with the right skills and experience to come and take us to the next level.

You'll be responsible for the day-to-day running of the site—managing everything from venue systems and financial processes to digital tools. Working closely with the directors and managers, you'll improve internal systems, lead on compliance, and explore new ways to improve efficiency through digital platforms, generate income and reduce costs, all while supporting the vibrant community at Grow.

Key Responsibilities

Strategic & Operational Leadership

- Work with directors to shape and deliver operational plans
- Identify and resolve inefficiencies in systems and processes, and roll out improvements
- Explore and implement income-generating strategies
- Identify and implement money-saving strategies
- Implement and deliver reports to directors and colleagues to help shape learning and future operations



- Ensure clear and efficient communication between teams and departments
- Attend meetings related to policy, events, progress, and strategic planning

Venue: Operations and Customers

- Improve and integrate digital systems to support team workflows
- Collaborate with the directors and venue team to manage reservations and booking systems, ensuring efficient handling of all enquiries and confirmations
- Oversee POS systems, payment processing, project management tools, and Grow's App
- Take proactive ownership of maintaining and updating all relevant hardware and software systems to ensure smooth, uninterrupted operations. Confidently troubleshoot issues when they arise to minimise disruption and maximise efficiency
- Manage and optimise CRM systems (e.g. Zoho or similar) to ensure an efficient customer journey
- Ensure data accuracy, GDPR compliance, and alignment across all platforms
- Implement AI tools to enhance bookings, sales insights, and internal efficiency
- Ensure accurate system setup, clear operational workflows, coordinated schedules, to support smooth and consistent venue operations.
- Coordinate external contractors as required

Studios: Operations & Tenants

- Manage and maintain a current studio tenant database, including lease and compliance documentation
- Ensure health and safety policies are scheduled and upheld
- Coordinate and log all repairs and maintenance tasks
- Onboard and offboard studio tenants, co-ordinate adverts and show-arounds
- Foster a sense of community among studio users

Finance, Payroll & HR

- Work with contractors to oversee and manage invoicing, reconciliation, bookkeeping, and VAT processes, while supporting financial reporting and compliance
- Working with external consultants to deliver payroll, ensure GDPR-compliant HR record-keeping, and assist with staff onboarding
- Identify opportunities for cost-saving and income generation.

Marketing Responsibilities



- Collaborate with the Director and other managers to ensure all digital marketing tools (e.g. website, email platforms, social media, emailers) are fully integrated and functioning effectively for maximum optimisation and impact

Additional Responsibilities

- Ensure operations minimise environmental impact
- Comply with all relevant Health & Safety policies
- Champion Grow's Equal Opportunities and Diversity commitments
- Be on site as required, including emergency cover for colleagues if/as required
- Perform other duties as required by the directors in line with Grow's mission and values

Person Specification

- Proven experience in operations management
- Financially literate and confident using reporting systems to track performance, support decision-making, and contribute to a culture of accountability and continuous improvement
- A passion for the benefit of what technology can bring to a business, matched by strong skills and experience in systems management, databases, and digital optimisation.
- Collaborative and cross-functional, with a strong understanding of how different departments and systems interconnect
- Skilled in prioritising tasks and worklists to manage time effectively and meet organisational goals
- An excellent team player who thrives in a collaborative environment, actively contributing to shared goals and fostering a positive working culture.
- Approach improvements with purpose, implementing changes supportively and strategically with a focus on long-term impact
- Understanding of compliance, licensing, and health & safety standards
- Committed to ethical, inclusive, and sustainable business practices

Tools & Platforms

Grow currently uses the following systems: Zettle, Lightspeed, Xero, YesPlan, Tenzo, Zoho, Stampede and OpenTable. We are actively exploring integrations and AI-driven improvements to streamline operations and enhance decision-making across the organisation.

