



Operations Director

May 2025

Publica is looking for an outstanding Operations Director to ensure the smooth running of our organisation

You are a skilled operator with enough experience to make strategic decisions, but happy to spend a lot of your time getting stuck in to the day-to-day work. You will support our small team to work in an entrepreneurial, purpose-led and client-focused way. You will join our collaborative Leadership Group and will work closely with senior colleagues to contribute to our sustainable future and growth. You will work closely with our Financial Manager, and manage our Studio & Communications Assistant.

Publica is a creative urban design consultancy. We are a team of 22 based at our office in Smithfield, and have built up an excellent reputation over 15 years for high-quality and inclusive design. We provide research, intelligence and design services to local authorities, major landowners, developers, Business Improvement Districts, and community organisations. We also run a not-for-profit Community Interest Company that leads a Campaign for Inclusive Cities.

About the role

You will be responsible for effective operational management of the company, including:

- Clear reporting and communication across the business
- HR and the well-being of the team, employment matters, company policies and recruitment
- Facilities, IT, insurance and the smooth-running of the office
- Setting up client contracts and subconsultants' agreements and managing any associated risks
- Ensuring compliance with national and local business regulations
- Supporting the team in the preparation of sales, tenders and marketing materials
- Dealing with the unforeseen things that don't fit into anybody else's role

You will work with the rest of the Leadership Group to deliver the following strategic objectives:

- Increasing Publica's profile and influence
- Developing our business model for a sustainable long-term future
- Building a highly inclusive culture that ensures team members thrive and organisational goals are met
- Delivering an effective talent strategy including recruiting, onboarding, professional development, performance management, and retention

About you

- You have previously held an Operations Director role (or equivalent), from which you will understand the things needed to drive growth through operational excellence
- You can work independently, making good judgements about priorities and how much is 'enough' for a given task
- You have designed and implemented effective policies and procedures
- You know how to have influence across an organisation, including managing up
- You are comfortable in a small and fast-paced organisation
- You are highly organised and detail-oriented
- You can diagnose problems quickly and foresee potential future issues
- Experience within either the built environment or creative sector is ideal but not essential.

Equal opportunities

In all our recruitment processes, we encourage applications from people of all backgrounds and identities.

We recognise the importance of diversity both within our team and the wider industry, and want to create an inclusive workplace that reflects the communities we serve. Our work relies on bringing together different perspectives, so that we can design cities that are more functional, beautiful, and, above all, equitable.

We are continually updating and monitoring our EDI initiatives and are proactive in implementing them with our team, and in our industry collaborations. Publica is an accredited London Living Wage employer and has a universal employee share option scheme.

Final details and how to apply

- Salary £55 – 60K per year (FTE)
- Part-time and flexible working is welcome
- Hybrid role, with an average of 3 days per week in the office

If you are interested in the role, please send a short cover letter and CV to recruitment@publica.co.uk by Monday 23rd June 2025.

To learn more about Publica, you can read our company information pack:

https://publica.co.uk/250530_companyinfo/