

Job Description

Job Title: Associate Director of Company Performance

Department: Company Performance

Line Manager: Chief Executive

Direct Reports: Head of Finance, Office Executive, Head of Engagement & Partnerships

Location: 80-81 St Martin's Lane, London WC2N 4AA

Hours: Full-time, 9:00am–5:30pm, Monday to Friday (some out-of-hours work required)

Job Purpose

The Associate Director of Company Performance ensures the effective operation of Heart of London's internal functions, overseeing finance, governance, HR, office management, health & safety, IT and reporting. This senior leadership role is instrumental in strategic planning, performance monitoring, and ensuring compliance with statutory obligations. The postholder supports organisational efficiency, board engagement, and integrates insight from engagement activities into business planning.

Main Responsibilities

Organisational Performance & Planning

- Lead company-wide performance monitoring and KPI reporting.
- Oversee the Engagement & Partnerships function, including BID ballot coordination and member engagement strategies.
- Manage planning cycles, resource allocation systems, and internal reporting frameworks.
- Promote a high-performance, value-for-money culture across the organisation.

Governance, Legal & Compliance

- Ensure compliance with statutory, regulatory and governance requirements.
- Maintain oversight of risk, contracts, policies, insurance, and company documentation.

Corporate Services Oversight

- Lead the Head of Finance in financial planning, audit, and reporting.
- Supervise office management, IT systems, procurement, and continuity planning.
- Ensure business-wide health & safety compliance.

HR & People

- Oversee recruitment, induction, performance management, and staff wellbeing initiatives.
- Support a positive, inclusive workplace culture through internal communication and engagement.
- Advise line managers on routine HR matters.

Executive & Board Support

- Line manage the Company Manager, ensuring smooth support for executive leaders.
- Manage board logistics, documentation, and governance processes for appointments and renewals.
- Provide strategic and operational support to the senior leadership team.

Collaboration & Engagement

- Foster a culture of continuous improvement and cross-team collaboration.
- Represent the organisation in external senior-level partnerships or networks.
- Align internal planning and reporting with engagement outcomes to support evidence-based decisions.

Person Specification

Essential:

- Demonstrated leadership in managing multidisciplinary teams and driving organisational improvement.
- Expert knowledge of governance, compliance, and business planning within statutory frameworks.
- Strong communication and analytical skills; adept at conveying complex issues to varied stakeholders including boards.
- Experience advising senior leadership and governance bodies on strategic matters.
- Proven integrity and discretion in handling confidential or sensitive issues.
- Familiarity with BID operations and London's West End business environment.

Desirable:

- Background in not-for-profit, public, or place-based sectors.
- Experience leading change management or continuous improvement initiatives.
- Skilled in translating operational insights into board-level reporting and strategic planning.

Please note that the above is not intended to be an exclusive or exhaustive list of responsibilities and personal specifications but an outline of the main areas. Please also note that the Company reserves the right to update the job description at its discretion.