

Operations Manager – South Kilburn Trust

Contract: Two-year fixed-term (5 days/week)

Salary: £36,000

Reporting to: CEO

Benefits: 25 days annual leave and bank holidays. Company Pension Scheme. Flexible working*.

Location: South Kilburn, London (mostly in-person)

Expected Start Date: September 2025

SKT is committed to safer recruitment practices, and this role is subject to successful completion of references, DBS check and a six-month probation.

About South Kilburn Trust

South Kilburn Trust (SKT) is a Community Development Trust working to improve the lives of residents in an area of London that is undergoing a long-term physical regeneration. It is the role of the Trust to identify the needs of local people and to advocate for them. The trust is assuming management of two key local assets: 78 Granville Road, a new affordable workspace comprising of studios for local start-ups, freelancers and social impact businesses, fixed desks for hire, with an event space ideal for enterprise events, networking, and community training and a new high-spec environmentally conscious event hall all in the heart of Kilburn.

Job Description

Job Purpose

To lead the operational delivery, activation, and ongoing management of two new public-facing community assets: an affordable workspace and a smart, environmentally sustainable event space. You will balance access, quality, and sustainability by ensuring these spaces meet the needs of Kilburn's dynamic and diverse community, while also generating revenue to support their long-term viability.

Key Responsibilities:

Space Setup and Launch

- Oversee handover and mobilisation of the affordable workspace and event hall as they are phased in between Sep–Jan 2025
- Liaise with Brent Council, contractors, and partners during transition and setup

Facilities and Operations Management

- Ensure buildings are safe, welcoming, well-maintained, and sustainably run. Manage contractors responsible for building maintenance and upkeep.
- Manage lettings, bookings, and contracts for both spaces including catering kitchen

- Monitor budgets and report on commercial activity

Workspace Activation

- Programme and deliver enterprise-focused activities in the affordable workspace
- Build a local network of entrepreneurs and facilitate community connections
- Manage and pre-let additional studio spaces opening Dec 2025

Venue Promotion & Community Engagement

- Market the event hall as both a community asset and revenue-generating venue
- Balance community events (weddings, cultural events) with corporate hires (Mon–Thurs)
- Ensure access and pricing remain fair, inclusive, and community-first

Strategy & Future Planning

- Contribute to visioning and strategic planning for long-term space management
- Help define the opportunity for an external operator post-2027 practical completion
- Support organisational learning and develop internal policies and procedures

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job and may be varied from time to time.

Person Specification

Essential

Experience activating community or commercial spaces

Skilled in facilities and building management, and familiarity with CRM and booking systems.

Highly organised, able to manage projects end-to-end.

Confident engaging diverse community and commercial users

Proactive, personable and entrepreneurial

Comfortable working flexibly and responsively, including evening and weekend work.

Desirable

Knowledge of place-based regeneration or placemaking

Familiar with Victorian buildings or eco-design systems

Previous work in affordable workspace, social enterprise or hospitality.

Event promotion or grassroots marketing experience

Network in North-West London or cultural sector

Passion for arts, culture, and local heritage

How to apply

To formally apply, please submit a CV and supporting statement (ideally a maximum two sides of A4 each) that clearly outlines your suitability for the role against the criteria provided in the person specification, setting out your interest and motivation in applying for this role.

Please send your application to: jobs@southkilburntrust.org (inserting “Application – Operations Manager, SKT” into the subject field).

If you would like an informal conversation about this opportunity, please contact Fabian Sharp to arrange a call: Fabian@southkilburntrust.org

Recruitment Timetable

Closing date for receipt of applications: 9am on Wednesday 10th September

Interviews: Week beginning Monday 15th September

Candidates informed of outcome: Friday 19th September

Equal Opportunities and Data Protection

The Trust is committed to equal opportunities for all employees in respect of recruitment, promotion, career, and personal development. Any selection for recruitment will be based on ability, qualifications, and suitability for the work as well as potential for the future.

We believe that a diverse workforce with people from different backgrounds can bring fresh ideas, thinking and approaches which improve business performance and allows us to better interact with a diverse customer base.

Data processing, protection, and privacy: SKT will handle your personal information sensitively and in accordance with our [Privacy Policy](#).