



ASSOCIATE DIRECTOR, PUBLIC SERVICE REFORM

Contract type: Permanent

Hours: Full Time (37.5 hours per week)

Salary: £52,973-69,273, negotiable based on skills and experience

Location: Whitehall, Greater London (Hybrid)

Line manager: Director of Policy

Application deadline: Monday 5th October, 9am

About Demos

[Demos](#) is Britain's leading cross-party think tank producing research and policies that have been adopted by successive governments for nearly 30 years. Movements, ideologies and governments have come and gone, yet in this moment of global democratic emergency, Demos's work could not be more urgent or relevant.

Our overarching mission is to upgrade democracy in the UK and build a system powered by trusting relationships, information and technology, fit for our times. We are designing the practical foundations of a new deal between citizen, state and the institutions that shape daily lives.

Demos's work focuses on four pillars that span the interface between state and citizen: [Everyday Democracy](#), [Public Service Reform](#), [the Citizen Economy](#), and [Resilient Information Ecosystems](#) - with technology and AI shaping each. Between June and July 2026, we launched the [New Deal series](#) that explains what we see as the opportunities to upgrade democracy under the new government.

About the role

Are you a bold thinker with the political instinct, networks, and expertise to drive real change? Do you have a deep understanding of social policy and a track record of shaping government decision-making? If so, this is your chance to lead a transformative programme of work on public service reform at one of the UK's most dynamic and influential think tanks.

As Demos enters our next phase of growth, we are looking for an Associate Director of Public Service Reform who brings deep policy expertise and strong political nous to take our Public Service Reform programme to the next level. You will be the thought leader, spokesperson and architect of our work on Public Service Reform with a strong sense of how you want to build on Demos's record in this space to meet the next period.

The Public Service Reform pillar is one of our four pillars of work, alongside Citizen Economy, Everyday Democracy and Resilient Information Ecosystems. Demos has a proud history of shaping the debate around public services, championing preventative, relational and innovative approaches. This is an opportunity to design the next phase of our work in the context of the current opportunities and challenges facing the country, including

devolution within England and digital transformation and AI - and contribute elements to Demos's New Deal for Citizens and the State.

As the Associate Director responsible for public service reform, you will be energised by the opportunity to engage in fast moving political debate and share our relentless focus on meaningful, real-world impact.

Reporting to the Director of Policy, you will develop a policy programme and policy ideas that challenge the status quo and build influential relationships across politics, government, business, and civil society. You will build and lead a new Public Service Reform team. You will be supported by comms and public affairs teams, and colleagues across our pillars in a collaborative and inclusive team. Working with the Executive team, you will also be responsible for securing funding to scale our impact and expand your team in the future.

This is not just another policy role. It's a chance to be at the forefront of transforming the way public services work and shaping policies that affect millions of people across the UK. At Demos, you'll be part of a forward-thinking, ambitious team that is committed to making democracy work better. You'll have the platform and support to drive real change, and the encouragement to think big.

What You'll Be Doing

Policy

- Lead strategic development and delivery of our Public Services Reform pillar, shaping a policy programme and developing new ideas that can genuinely influence policy and practice.
- Lead a portfolio of high-profile policy and research projects that produce impactful recommendations for government and other key stakeholders, and support other colleagues in project development, project management, and delivery.
- Ensure our policy ideas are grounded in rigorous analysis and participatory processes, working closely with colleagues across the organisation.
- Provide deep public policy insight and political intelligence, leveraging your networks to position Demos at the heart of critical policy conversations.

Impact & Influence

- Act as a senior spokesperson for Demos, representing the organisation in the media, at high-profile events, and in key policy forums.
- Build and maintain a high-level network of policymakers, political influencers, and stakeholders across government, business, and civil society.
- Work collaboratively across Demos to maximise the reach and impact of our policy recommendations, ensuring they resonate with decision-makers.
- Shape public debate through thought leadership, including writing op-eds, blogs, and policy papers that command attention.

Fundraising & Partnerships

- Lead fundraising efforts for the Public Service reform pillars, including craft funding proposals to develop our policy agenda and increase our impact, and proactively identifying potential funding sources.

Team Leadership

- Provide supportive and motivating leadership to policy and research colleagues, whether in line management or matrix leadership, supporting their professional growth and the delivery of high-quality work.
- Provide strategic leadership, making decisions about how to prioritise our resources within the Citizen Economy pillar to achieve maximum impact.
- Embody Demos' values in all your work, acting as a role model as part of the leadership team: collaborative, supportive, purpose-led, always learning and radically inclusive.

What you'll need to be successful

The types of knowledge, skills and experience we are looking for are below. We welcome a range of applications which include at least some of these attributes.

Skills & Experience

- A track record of influencing policy at the highest levels.
- Deep expertise in social policy—particularly public service reform.
- Strong political networks and a deep understanding of the UK policy landscape, with the ability to navigate complex political environments.
- Excellent leadership skills and experience of managing teams.
- Outstanding communication skills, with the ability to craft compelling policy narratives and engage a broad range of audiences.
- A proven track record of securing funding and building strategic partnerships to amplify our impact.

Behaviours & Approach

- A bold, ambitious thinker who thrives in fast-paced, dynamic environments.
- Highly collaborative, with a commitment to teamwork and inclusivity.
- A supportive approach to leadership and a commitment to empowering individuals and teams to deliver at their best.
- Passionate about Demos' mission to build a more participative and effective democracy.
- Driven by impact, with a focus on making a tangible difference in policy and public life.

Our past work

As Associate Director, you will build Demos' past work on public services, shaping the next steps of our programme. Our key reports include:

- [Liberated Public Services: A new vision for citizens, professionals and policy makers](#)
- [The Reform Dividend: A Roadmap to Liberate Public Services](#)
- [Revenue, capital, prevention: A new public spending framework for the future](#)
- [The Preventative State: Rebuilding our local, social and civic foundations](#)
- [The Respect Story: A political narrative for public service reform](#)

What we offer

- Generous leave entitlement: 27 days + Bank holidays + 3 additional days off between Christmas and New Year
- Enhanced pension contribution: 6%
- Enhanced sick pay
- Enhanced parental leave
- A forward-thinking, supportive and collaborative team

At Demos we centre staff wellbeing as a key priority; we will make every effort to ensure staff feel happy, healthy and valued as part of our integral team.

Diversity, Inclusion, Equity and Justice (DIEJ) at Demos

At Demos, we recognise, celebrate and promote the positive contributions that are made by diverse groups. We exist to proactively tackle social and economic exclusion, and engaging with and promoting the voices of people whose voices may not otherwise be heard is core to our work. We believe that this should be reflected in our team and we strongly encourage applications from people from minority ethnic communities, people with disabilities, or others with lived experience of disadvantage.

We expect all members of our team to commit to Demos' cross-party approach. This means we engage with all parties in the democratic system where it will further our charitable aims. Our mission to strengthen democracy and overcome division depends on building dialogue across political divides while upholding our values of diversity, inclusion, equity and justice.

We expect all members of our team to recognise and value differences and the unique contributions that people make to the way we conduct our work and develop our insights, and encourage people to bring their diverse perspectives and backgrounds into their work on a day-to-day basis. We would be happy to discuss flexible working requirements with any candidates.

Application process

To apply, please complete our [online application form](#) by Monday 5th October, 9am GMT (UK). Please get in touch at jobs@demoss.co.uk if you require any adjustments to be able to engage with our recruitment process.

Questions?

If you have any further questions or aren't sure if the role is right for you, please feel free to reach out to us by emailing jobs@demoss.co.uk and we would be happy to answer any queries.

We look forward to hearing from you!