*This job descriptions is intended as a guide rather than a template. It will give you a general idea of the demands and duties generally required by such a role but you will need to tailor it to ensure it meets the demands and needs of your role and the particular context in which you operate.*

**Role Description – Operations Manager**

**Responsible to:** < e.g. The Vicar>

**Workplace:** < location, name of church >

**Hours of work:** < full time>

**Salary:** <salary or salary range>

**Introduction**

*Include a few lines here about the church, the vision and something of the context in which this role sits. A few lines to encourage people to come and join your team and be part of your church’s story and vision.*

*In addition to written text how about incorporating a few photos or an introductory video that will give people a better idea of the look and feel of your church?*

**Objective/Main Purpose**

To lead the Operations Team to deliver the day-to-day operation of St X, thus supporting the delivery of the St X’s Vision and strategy/mission action plan.

**Duties and Responsibilities:**

**Management:**

* Lead and line manage the Operations team (staff and volunteers)
* Manage the day-to-day operations of St X, as directed by the Vicar and according to the values, standards, and budgets of the PCC.
* Oversee the smooth running and efficient running of the church office and other administrative resources.
* Support the Vicar and PCC by ensuring correct governance protocols and administrative processes and practices are in place.
* Oversee the development of management information systems and computer systems.
* Ensure correct reporting is in place for external agencies (e.g., Church of England, Charity Commission, Companies House).

**HR**

* Implement Safer Recruitment process to ensure effective hiring of staff and volunteers
* Maintain accurate personal records for staff as appropriate and according to GDPR guidelines
* Oversee learning and development for all staff as necessary to include compliance training. E.g. Health and Safety; GDPR
* Ensure all staff have regular Performance and Development Reviews (PDR) and personal objectives to deliver the vision and strategy of the church.
* Create and sustain a positive working environment that embodies the culture and values of St X.
* Ensure Volunteer agreements and safeguarding requirements are kept up to date.

**Finance**

* Work with the Treasurer and finance team to ensure timely and accurate financial reporting systems for the benefit of the PCC and the delivery and reporting of the annual accounts.
* Work with the Vicar and budget holders to set and maintain budgets.
* Support the Treasurer/bookkeeper as needed to deliver regular, accurate financial updates as required by the Vicar/PCC.

**Buildings**

* Oversee the use and maintenance of all church buildings as a resource for the church, including clergy accommodation.
* Ensure correct policies and procedures, applicable to the use of church premises (eg. Insurance policies; tenancy agreements; health and safety (including risk assessments); safeguarding; GDPR and food hygiene) are in place to and comply with current legislation and good practice.
* Meet regularly with users of the building(s) to ascertain needs and check that they are following correct procedure and caring appropriately for the building.

Communications and Events

* Work with the Vicar to establish and deliver a communication strategy
* Work with the Vicar to run events and ensure the safety of all guests.

**General**

* Attend and contribute to the weekly staff meeting/prayer meeting.
* Offer general assistance as needed in busy periods of the life of the church.
* Welcome and assist as needed visitors to the church, offering prayer as needed.
* Undertake any other duties that may reasonably be required by the postholder.

**Person Specification**

*(The person specification indicates the skills and experience you would like to see in the successful candidate. You can indicate whether these are essential or desirable. If ‘desirable’ these are likely to be skills that are trainable or could be developed but may not be apparent on Day One.*

*This is not an exhaustive Persons Specification and you should tailor this to the needs and demands of your job specification.)*

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| **Skills and experience** | Essential | Desirable |
| Previous experience of working in a busy office environment. |  |  X |
| Ability to establish strong working relationships with a diverse team, and manage both employed staff and volunteers | X |  |
| Highly organised with good time management and the ability to multitask | X |  |
| Previous line management responsibility and proven experience of managing others. | X |  |
| Good team player and delegator | X |  |
| Experience of successfully overseeing and implementing complex projects | X |  |
| Proven experience of setting and managing a significant budget | X |  |
| Competent in using Office Suite software, Youtube, Instagram, WordPress, Face book | X |  |
| Experience of using a church management system e.g. ChurchSuite | X |  |
| Proving experience of developing and implementing operational policies and procedures. | X |  |
| Previous experience of implementing HR policy and practice |  | X |
|  |  |  |
| **Personal Qualities** |  |  |
| Excellent communication skills (written and verbal) | X |  |
| Self-starter: the ability to work with initiative and minimal supervision | X |  |
| Ability to competently handle a demanding and varied workload, prioritising and delegating as needed. | X |  |
| Strong and effective management skills | X |  |
| Ability to confront and manage conflict in an appropriate manner | X |  |
| Highly confidential and trustworthy | X |  |
|  |  |  |
| **Other** |  |  |
| Any offer of employment will be subject to the individual demonstrating the right to work in the UK, and completing satisfactory pre-employment checks, including satisfactory references covering the previous 5 years. Where appropriate, a satisfactory Enhanced DBS with Barred List Check or for non-UK residents a satisfactory criminal record check or Certificate of Good Conduct | X |  |
| To take an active part in staff prayers/devotions, any team days or training. | X |  |

**Terms and Conditions:**

* 37.5 hours per week; Monday – Friday (09.00 – 17.00). Homeworking permitted one day per week.
* Some evenings and weekends required. e.g Church events, APCM (time off given in lieu)
* Salary £ X, dependent on experience
* Contributory pensions scheme
* 25 days annual leave plus bank holidays
* This post requires an enhanced DBS disclosure.