



St Luke's Church Gamston & Bridgford

Operations Manager Job Description

Job Title:	Operations Manager
Reports to:	The Vicar
Line Management:	Vicar and a Churchwarden
Location:	Based at St Luke's Gamston and Bridgford
Travel required:	Principally within both parishes
Work patterns and hours of work:	37.5 hours per week equivalent to five working days. This may include some evening and weekend working with time off in lieu. A flexible approach to the work pattern will be required.
Disclosure and Barring Service (DBS)	Enhanced disclosure may be required for the job holder
Genuine Occupational Requirement (GOR)	There is a genuine occupational requirement for the job holder to be a practising Christian. Ideally, they would also be an active member of the church, but this isn't essential

Background and context for the role

St Luke's is a lively evangelical/charismatic church. Our vision is to seek by 2022 to welcome 120 new disciples and establish at least two new worshipping communities. Within this context, we are seeking to build relationships with families living in the parish and partner with other church leaders in establishing a new worshipping community on the Gamston Housing Estate, primarily focussed on families who do not attend church. The Vicar is also the incumbent of Holy Rood Edwalton, a more traditional parish, which is trying to seek ways of developing their mission and growth. The role will be an active member of the leadership of St Luke's, engaging in the vision, prayer and pastoral life of the church. They will work closely with the Vicar as they shape and deliver the vision and mission of both parishes and any new worshipping communities that emerge. The Church Wardens and PCC have overall accountability for the church in partnership with the Vicar and therefore a good working relationship with them will be required, Currently the Vicar is also the Area Dean and has a part-time Deanery Administrator to support any administrative workload for the deanery.

As the PCC's of St Luke's Gamston and Holy Rood Edwalton engage more fully with each other, there may be further opportunities to work in closer partnership, but we are at a very early stage of exploration. If this were to happen, the Operations Manager role would be a key player in building this partnership.

St Luke's PCC have identified that in order for the Church to grow and to be in a position to establish New Worshipping Communities, a more professional approach to administration and operations will be required . This is why it has been agreed that an Operations Manager should be appointed and





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the expectations are that the person who takes on this role will help develop and shape this new vision.

Currently the operations of the Church are managed by an operations group (sub-group of the PCC). It is envisaged, that once an Operations Manager is in post, that this group becomes more strategic in nature and will step back from implementation and operational details. The operations group are likely to be accountable for agreeing objectives and priorities.

Role Purpose

The purpose of this role is:

- to be the leader who is accountable for all operational matters for the church.
- To be accountable for the leadership and management of the operations teams (both employees and volunteers) in the church so that they support the mission and life of the church and model our ethos and Christian values.
- working with the Vicar to explore any potential ways of working more collaboratively with both the Parish of Holy Rood and the deanery administrator

Initially we will be asking the Operations Manager to provide PA support to the Vicar as required but it is anticipated that this will be a separate role in the future.

Key Responsibilities

Leadership and Team

- Key member of the Senior Leadership of the Church involved in the regular prayer life of the Church and attending/leading staff meetings.
- Accountable for regular reporting and update to the PCC (or its sub groups) on operational matters.
- Develop teams to support all operational areas (will include employees and volunteers).
- Ensure that team members all deliver the level of welcome and engagement with visitors to the Church, which demonstrates and models the ethos and Christian values of the Church.
- Support the Vicar with any other appropriate tasks that they require to ensure effective implementation of the church's mission.
- Develop a strong network with other Operations Managers, Diocesan Officers and National Church where appropriate.

Building

- Accountable for the building and the fabric of the building.
- Accountable for the management of any building projects in conjunction with internal and external stakeholders.





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- Ensuring that planned maintenance and any building work is delivered to agreed timescales and at appropriate level of quality within agreed budgets.
- Managing the quinquennial process and delivering any works required
- Manage and deliver any faculty applications required for the building
- Accountable for all lettings including periodic liaison with regular building users maintaining good relationships and communication.
- Ensure the building is cleaned to an agreed standard
- Ensure that we provide a welcoming environment for all who visit and use the building
- Ensure that the Church building and its use, complies with all Health and Safety legislation and that appropriate Risk Assessments have been undertaken and periodically reviewed. This includes ensuring that people using the building also comply with legislation
- Responsible with others for producing a vision for developing the church site to fulfil our vision and remain fit for purpose

Operational. Systems

- Accountable for the development and purchase of all operational systems including finance and IT and ensuring they/others maintain an appropriate level of competence and training.
- Ensure that all areas of the church infrastructure functions well and in a cost-efficient manner
- Ensure an appropriate succession plan and cover for absence and holidays so that systems can always be maintained.
- Accountable for rotas and materials/ support required for worship and the mission of the church including Sunday services, small groups, courses etc. This includes rotas for other worshipping communities and Holy Rood plus co-ordination with Deanery Administrator (whilst the vicar is Area Dean)
- Develop and maximise the use of Church Suite to simplify and professionalise operational systems in the Church and introduce to Holy Rood if desired.
- Manage the Statistical returns for mission, attendance and finance and review church data to provide information to the vicar and leadership team.
- Provide PA support to the Vicar

Finance

- Accountable for development of the annual budget in conjunction with the Church Treasurer.
- Work closely with the Church treasurer, oversee operational aspects of the Church finance, processes and management of any finance staff (voluntary or employed).
- Ensure good budget management and processes are maintained by the team.
- Accountable for development of financial monitoring and all bookkeeping processes.





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- Work closely with treasurer to lead any fundraising projects that may be required including the drafting of grant applications and development of any stewardship programmes.

Governance and Legal Issues

- In conjunction with Vicar and PCC Secretary accountable for the production and publication of the Annual Report.
- Ensure that all regular reporting requirements to Charity Commission, Companies House and Church of England (including the Diocese) are met.
- Work closely with the Safeguarding Officer to ensure that all safeguarding requirements for the Church of England are delivered e.g. Safer Recruiting, Training, DBS management for appropriate employees and volunteers.
- Appropriate record keeping, and archiving is maintained (Church Records etc).
- Lead manager for all Health and Safety matters including Food Hygiene, Fire Assessment and Risk Management.
- Accountable for management of Data Protection and copyright legislation.
- Accountable for maintaining appropriate level of insurance for the building and its contents, the charity including public indemnity.

Communication

- In conjunction with the other leaders, develop a communication strategy that fits with the vision and mission of the church including website, social media, noticeboards and other appropriate communication methods and regular Comms material e.g. notice sheet
- Accountable for implementation of the communication strategy, and ensuring that regular communication is engaging, regularly updated and maintained to a high standard
- Manage website process and upkeep
- Media coverage and regular contact to maintain awareness and profile

Human Resources

- Management of operational staff
- Responsible for ensuring that all employment and HR processes meet the required legislation including drafting contracts, Job Descriptions, policies and procedures.
- Ensure that all employees are subject to performance management including performance review, appraisal and personal development.
- Manage staff annual leave and absence, including any key volunteer roles.





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Work Expectations

- 37.5 hour week
- 25 days holiday per annum plus Bank Holidays
- Six-month probationary period
- Whilst the role is mainly Monday to Friday, the role holder will need to be available to work key dates and out of normal working hours when required
- The role holder may be required to attend PCC/ Church meetings and to regularly report to PCC on operational matters
- Attendance of weekly staff meeting (including prayer)

Person Specification

Essential	
E	A confident and motivated leader who can motivate and inspire others
E	An effective and collaborative team leader who can bring the best out of the team that they work with.
E	Ability to relate to people and listen well.
E	Experience of operations management and excellent organisational, administrative and communications skills.
E	Creativity and imagination and able to think "outside the box"
E	A good team player with a servant heart who is willing to be hands-on with the practicalities of running activities. A self-starter
E	The ability and determination to persevere, work under pressure and deliver on time.
E	Competent IT user who understands and is willing to use social media (We use Microsoft 365 and Church Suite) and the ability to develop and train others.
E	Experience of being a budget holder with a proven ability to work within budgetary constraints and to understand financial management and documents
E	Someone with a good sense of humour and a positive, proactive attitude
E	Discretion, discernment and good judgment
E	Someone who is willing to learn and develop their own Christian faith, skills and gifting and whose life and character are fully consistent with their Christian faith
E	A sympathy with and understanding of the Anglican Church.
Desirable	
D	A full driving licence
D	Experience of managing building projects and maintenance of a building
D	A readiness to be part of the worshipping community of St Luke's
D	Prior position of responsibility of management/administrative organisations
D	Experience of recruiting and developing teams and team leaders
D	Experience of project management and managing building projects





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Contract

Full-time post subject to a probation period of 6 months.

25 days annual leave plus statutory holidays.

Salary in the region of up to £30,000 pa subject to experience and qualifications

Auto enrolment in an appropriate work place pension of an equivalent of 10% of salary

This Job Description does not form part of the contract of employment. A comprehensive contract of employment will be issued to a successful applicant.

Shortlisting and Interviews

Closing date: Monday 17th December 2018 at 12.00 noon

Interviews are currently being planned for week commencing 14th January 2019

