

DRAFT B

Operations Manager: Job Description

Overview of role: Accountable for the management of resources and people for all Church activities and events, enabling all staff and ministries to operate efficiently.

Accountable for the management of the practical details of the Church moving forward into a “Mission-shaped Church” format.

Working hours: Flexible. Average total 40 hours per week.

Includes Sundays, from one hour before services to one hour after services. Includes some evening events, as required, and attendance at PCC meetings and other evening-based planning meetings.

Working Christmas and Easter, and Bank Holidays where events require.

25 days holiday, and TOIL (time off in lieu).

Salary: Details on application.

Reports to: Vicar and wardens
Direct reports: Church Administrator

Place of work: Normally: the office, Christ Church, New Road
Other locations in the parish, as required.

What you will do: *Note, the role involves **management** responsibility for the areas defined below. This does not mean that the candidate will have to **do** the items listed in each area, but rather that they are accountable/ responsible for ensuring that they are delegated and done:*

Accountable for managing the provision of resources, and ensuring that personnel are organised for all services, mission, activities and groups within the Church, to ensure that each event/group has what they need, when they need it.

Accountable for being pro-active in finding out what mission groups need, and in distilling the reports from mission groups into tangible details of requirements, and then to action them.

Accountable for managing the logistical/practical side of services and events, ensuring that there is full communication with participants to ensure that creative ministries are resourced and organised, and that there is full two-way communication with preaching ministries.

Responsible for enabling an effective means of learning from feedback.

Responsible for helping to build the Church’s links between generations, between community groups and with other Churches in Ware.

Responsible for being a practical enabler of new activities and groups.

Accountable for managing the communication of information between groups, and within the congregation.

Responsible for understanding the most appropriate route for communications. Not hesitant to contact any member of staff/congregation to ensure that communications have been made and understood, in order to eliminate assumptions.

Accountable for managing the provision and distribution of resources to the congregation: e.g. teaching materials, K-group teaching materials.

Accountable for organising “gift discovery” events, to promote volunteering within the Church, to keep a database of same, and to sensitively match gifts/skills with needs across the broad range of Church groups and activities. Identifying areas where volunteers can save costs. Ensuring that volunteers feel appreciated and are recognised and thanked appropriately.

Accountable for the planning and management of “succession planning” in voluntary roles.

Accountable for the putting together job descriptions of each voluntary role, thereby enabling volunteers to know what is expected of them.

Accountable for defining processes, structures and standards-of-delivery for each area of Church activity

Accountable for taking executive action for all day-to-day practical matters within the Church.

Accountable for liaison with suppliers of goods/services to the Church. Negotiating better prices/terms where appropriate, ensuring that the “business” transactions of the Church are run with integrity and at the same time gets best value from suppliers.

Responsible for the expansion of the Church’s income opportunities through active marketing of the Church Centre.

Responsible for coordination and overseeing of maintenance activities, troubleshooting and building development; management of projects including building and refurbishment; master plan and ‘special project’ items as budgeted; on all items consulting and working closely and collaboratively with the wardens, contractors and key volunteers.

What skills / experience you'll need to have:

Have the flexibility to attend Christ Church events and integrate with the Christ Church community

Attributes	Essential	Desirable	Where Identified
Education/Qualifications (e.g: degree, professional qualifications, etc) Willing to undertake relevant training as necessary		MBA or other Management qualifications. Other professional qualifications?	Application form
Related Experiences	Experience of operation and project management/event management Fluent with MS Office software. Create flow charts, org charts etc. Experience of managing other people, including volunteers.	Ability to give presentations MS Project & Access Experience of facilitating change	Application form. Interview
Special Circumstances e.g: Sunday availability etc)	Flexibility to attend CC events & integrate into CC community		Application form. Interview

Skills and Abilities	Ability to lead and motivate and empower others. Discretion and sensitivity when dealing with confidential matters Ability to set own priorities and work to and meet deadlines To work with competing deadlines and church demands Proven planning, implementation and review skills. Set clear directions for others Collaborative and team related skills Committed to anti discriminatory approaches and inclusion Ability to work as an effective member of a team Has a proactive approach Ability to evaluate and reflect	Conflict resolution Vision, creative approaches and ability to deliver outcomes Decision making	Application form Interview Presentation
Personal attributes. (e.g: disposition, attitude etc)	Confident and polite. Integrity Flexible and adaptable. Resilience Ability to listen to others. Non judgmental and impartial	Open minded	Interview Presentation

Communication skills	<p>Excellent interpersonal skills</p> <p>Proven communication skills, written and verbal</p> <p>Ability to liaise with others and function both within a team and in leading a team.</p> <p>Negotiation and delegation skills</p> <p>Ability to communicate effectively with both large and small groups</p>	<p>Resilience</p> <p>Decision Making - Methodical Judgement - Open Minded</p>	<p>Application form</p> <p>Interview</p> <p>Presentation</p>
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Please note:

This is not an administrative job. Such tasks are covered by the Office Administrator, including: writing of letters, answering and directing general enquiries made to the Church from the public, coordinating groups (under your guidance), secretarial aid for the vicar, Parish Manager, Community Outreach Worker, Treasurer and other staff . Typing and duplication of orders-of-service and other event/service paperwork. Administering bookings for the Church Centre, administering arrangements for weddings, funerals. Administration of day-to-day financial duties.