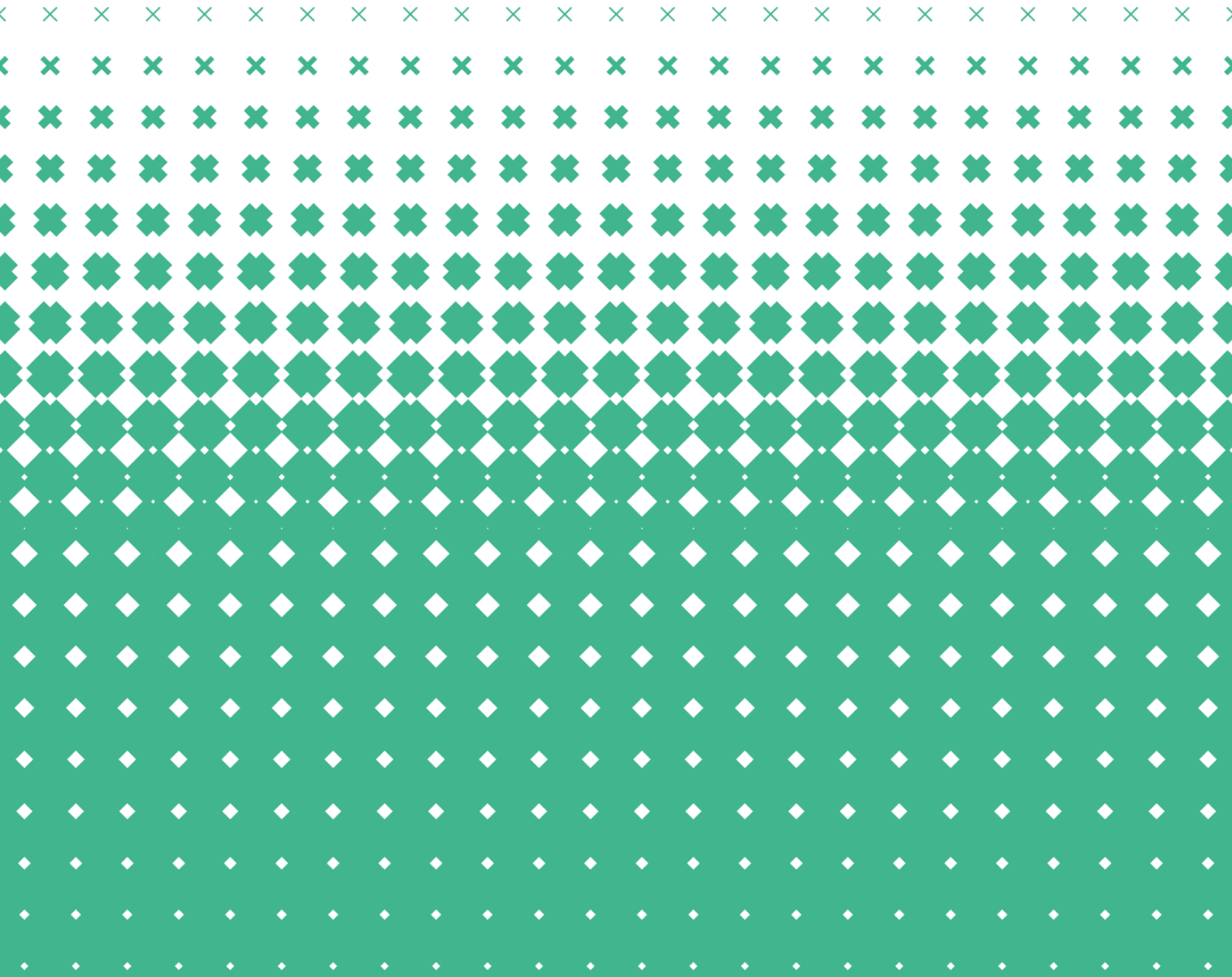




The Gregory  
Centre for **Church  
Multiplication**

# Job Description: **Operations Lead**



## Employer

**The Gregory Centre for Church Multiplication**

## Job Title

**Operations Lead**

## Responsible to

**Chief of Staff**

## Overview

The Gregory Centre for Church Multiplication (CCX) helps the Church make disciples in new and renewed ways. We work with willing partners across the Church to catalyse multiplication, equipping leaders through adaptive learning pathways.

We are an agile missional centre, on the edge of the institution. Our team seeks to be audacious, holding a God-shaped ambition; generous; and committed to working together.

CCX's organisational structure is a hybrid management model, blending elements of both functional and project-based structures. Project teams are formed to address specific initiatives, tasks, or delivery projects. These teams are cross-functional, comprising individuals from different specialties, typically with a project manager working under the direction of a CCX lead. The two core teams of Operations and Media operate as shared services across the organisation.

Under the direction of the Bishop of Islington, a suffragan bishop of the London Diocese, CCX supports church planting and church growth work in London, nationally and beyond.

## Post introduction

The post-holder will be accountable for ensuring the smooth running of CCX day-to-day operations. As lead of the Operations Team, they will oversee the finance, HR, coordination of data, IT applications and integration, and corporate governance functions.

Collaboration and partnership will be key features of the role working closely with the Bishop, Chief of Staff, and Team Leads. This role has a strong focus on agile and efficient systems development and improvement, resource optimisation and stakeholder engagement.

They are expected to perform duties with a high degree of independence, initiative, and judgement, including knowing when to resolve issues and challenges directly and when to escalate.

This is a full-time role (1 FTE)

## Duties and Accountabilities

### Principal

- Ensure the deliverables of the CCX Operations Team are met in accordance with organizational goals and objectives.
- Establish and maintain agile operational structures and systems necessary for CCX's missions, including but not limited to finance, people management, procurement, IT and data management, business applications, corporate governance, and facilities management.

- Manage and supervise staff or contractors within the operations team to ensure effective performance, including roles such as Business Applications Manager, Finance and Office Manager, Data and HR Coordinator.
- Develop, implement, and maintain corporate policies, strategies, and procedures pertaining to finance, human resources, IT, data management, safeguarding, and governance.
- Ensure the capacity and capability to provide support services to CCX team and stakeholders, such as dioceses, church leaders, church planters, TEIs, and Together partners, by recruiting and retaining skilled personnel and providing necessary resources.
- Support strategic and organization-wide objectives by collaborating with the Bishop, Chief of Staff, Team Leaders, and staff.
- Prepare various management information reports for trustees, Diocese of London, Church of England, and funders as required.
- Support and contribute to Board meetings and committees by producing relevant documentation and papers reflecting CCX operational requirements.
- Assist in business planning activities, annual budgeting, and reporting, providing advice to the Bishop, Chief of Staff, and Board as needed.
- Manage staff leave, absence, illness, and maintenance of personnel files in accordance with HR policies and procedures.
- Oversee the continuous professional development of staff by providing training opportunities.
- Oversight the management of office and meeting space to ensure efficient use and maintenance of facilities.

### General

- Maintain positive and productive relationships with key stakeholders, both internal and external to the Church of England, demonstrating an understanding of stakeholder perspectives and maximising alignment.
- Pray regularly for the work of CCX as the foundation for the growth and multiplication.
- Participate in regular prayer times and occasionally lead team prayer and team meetings.
- The post holder may be required to undertake any other duties (including training) that are commensurate with the role.

## Person Specification

### Essential

- At least 3-5 years of experience in a similar role within the charity sector, demonstrating progressively increasing levels of responsibility and successful management of operations.
- At least 3-5 years of experience of managing and leading diverse teams that improve the contribution made by each member of staff.
- At least 3 years of experience setting and managing budgets over £2M.
- A degree in business administration, charity management, or a related field is preferred.
- Knowledge or awareness of regulations governing charities, or ability to learn, or previous experience in a similar role in either the public or charity sector.
- Ability to think strategically and contribute to the development and implementation of organizational strategies, plans, and policies.
- Proficiency in IT applications including Microsoft Office Suite, G Suite, Salesforce (or other CRM) HR systems, payroll, ClickUp (or other project management systems).
- Identifies with the CCX purpose to cultivate growth in the Church of England through multiplying disciples and Christian communities.

- Identifies with and understands the vision of CCX to provoke, inspire, catalyse, equip, and resource individuals and churches to reach new people, in new places, in new ways with the good news of Jesus Christ.
- Demonstrates excellent written and verbal communication skills.
- The ability to multi-task and manage competing priorities efficiently, without direct instruction, to meet deadlines under changing conditions, exercise initiative and delegate tasks where appropriate.
- The ability to work effectively and collaboratively with individuals from different parts of the organisation and beyond at all levels, with different church traditions, backgrounds, and perspectives.
- Has strong inter-personal skills – effective listening, building trusted relationships, inspiring, and influencing others.
- Is adaptable and willing to get involved in all aspects of the work of CCX where appropriate.

## General Conditions

### Diversity

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- Values difference in others and respects the dignity and worth of each individual
- Reflects the diversity of the nation that the Church of England exists to serve
- fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal are treated fairly and are not subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

Equal treatment amongst differing people from diverse backgrounds is one of the central precepts of the Church of England's mission and theology. The Church of England values the richness which this equal treatment brings to the workplace. The Gregory Centre therefore concerned to avoid discriminating against any person.

### Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

### Health and Safety Responsibilities

All CCX staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act not endanger themselves or others by any act or omission on their part and by the Management of Health and Safety at Work Regulations to cooperate with colleagues and management in the control of health and safety at work. Therefore, staff are required to:

- Read, understand and abide by the CCX Health and Safety Policy;
- Make themselves familiar with accident and emergency procedures for their site;
- Inform their manager immediately of any health or safety deficiencies or dangerous situations or near-misses;
- Set a good personal example in respect of health and safety.

### **Confidentiality**

Staff must not pass on to unauthorised persons any information obtained in the course of their duties without the permission of the Chief of Staff.

### **Terms of Employment**

Location: The office is currently at The Old Deanery, in the City of London (near St Paul's station). This post will also include remote working as necessary.

### **Post Commitments**

There is an occupational requirement that the post-holder is a Christian under Part 1, Chapter 2, section 10 to the Equality Act 2010

### **Hours**

This is a 5-day a week role. Normal working days are Monday-Friday.

### **Salary**

£50,000 FTE

### **Pension**

The appointed person will be eligible to join the occupational pension scheme.

### **Annual Leave**

Full-time employees are entitled to 30 days holiday, as with standard The Gregory Centre roles.

### **Contract**

This post is offered on a two-year fixed term contract, subject to ongoing funding with a two month notice period.