JOB DESCRIPTION AND PERSON SPECIFICATION

Operations Manager (Facilities)

Bishop Hannington Church

EMPLOYER	The Parochial Church Council (PCC) of Bishop Hannington Memorial Church, Hove
REPORTS TO	Associate Vicar
HOURS	22.5 hours per week over three days. Some evening, weekend and bank holiday working is required by agreement with the line manager, including attendance at the Annual Parochial Church Meeting and occasional attendance at PCC, the Standing Committee and the BH Committee when required.
LOCATION	Church office, Bishop Hannington Church, Hove, with regular presence across the church's buildings
WORKS ALONGSIDE	Church Manager

Role purpose

Bishop Hannington exists to grow disciples of Christ in Brighton and Hove and for the world. Our buildings — the Church, the Church Centre and the Youth and Community Centre — are tools for that ministry, and need to be safe, well maintained, compliant and ready for use whenever they are needed.

The Operations Manager (Facilities) is the church's estate manager: responsible for the premises, their fabric, equipment and technology, the contracts, licences and insurance behind them, and health and safety across the estate. They run the bookings and lettings of our buildings from enquiry to invoice, making sure every booking is set up, opened and closed without fuss, and they lead the volunteers who help make that happen. On days when the Church Manager is not working they are the face of the church office to visitors and callers. It suits a detail-orientated person who gets things finished and is given the freedom to shut out distractions and complete the task in hand.

Key relationships and support

Reports to the Associate Vicar. Works closely with the Church Manager, the Vicar and wider staff team, the Church Wardens, the PCC Treasurer, the caretaker at the Youth and Community Centre, contractors, suppliers and hirers, and the volunteer teams who open, close and set up the buildings.

Regular one-to-ones with the Associate Vicar, a short regular stand-up with the Associate Vicar and Church Manager, and an annual appraisal covering performance, objectives and development.

Key responsibilities

1 Premises and estate management

- Take responsibility for the care, maintenance and development of the fabric of the Church, the Church Centre and the Youth and Community Centre, so that they are safe, welcoming and fit for services, ministry activities, planned events and third-party lettings.
- Oversee the church's premises and equipment — including kitchens and catering equipment, utilities, telecoms, heating, and service and maintenance contracts — and ensure all licences, certificates and inspections (for example gas, electrical, fire, lifting equipment and asbestos) are current and recorded.
- Plan and manage repairs, maintenance and improvement works — quotes, contractors, supervision — and work with the Church Wardens on faculty applications, the quinquennial inspection and its follow-up.
- Manage the church's insurance, including the insurer's compliance requirements, renewals and claims.
- Lead on health and safety for the premises: risk assessments, fire safety, accident reporting and environmental health requirements.
- Be the first point of escalation for building emergencies and faults, with cover arranged for non-working days.

2 Bookings and lettings

- Manage the bookings process for the Church, the Church Centre and the Youth and Community Centre from end to end: handle enquiries, decide what can be accommodated and when, confirm bookings and maintain the church diary — giving priority to church ministry in line with guidance from the Associate Vicar and Church Manager.
- Ensure rooms are set up and the buildings opened and closed for every booking, through a clear and reliable keys and set-up rota.
- Raise monthly invoices for hire agreements and chargeable use of the buildings, and follow up unpaid invoices.
- Maintain hire agreements and terms of use, and ensure hirers comply with them.

3 Technology and equipment

- Take responsibility for the church's technology as part of its facilities — audio-visual, PA and streaming equipment, office hardware, telephony and Wi-Fi — ensuring it is maintained, inventoried and replaced on a planned basis.
- Manage software and equipment licences and subscriptions, ensuring they are current, paid for and reviewed for value. (Google Workspace and ChurchSuite administration sit with the Church Manager.)

4 Facilities finance, administration and office cover

- Authorise and process property and facilities invoices within the delegated limits agreed by the PCC; monitor spend against the premises budget and contribute to the annual buildings and equipment budget.
- Keep accurate records for the estate: contracts, warranties, certificates, inspection reports, keys and access.
- Prepare and submit the church's returns to the Diocese for annual attendance statistics and the Energy Footprint Tool.
- Act as first point of contact for visitors, callers and enquiries on days when the Church Manager is not working, and provide cover for front-of-office duties during the Church Manager's absence — representing the church to the church family and the public, and dealing with or passing on enquiries and pastoral needs appropriately.

5 Volunteers

- Recruit, induct and lead the volunteers on the buildings, keys and set-up teams, in line with the Volunteer Strategy and Safer Recruitment and Hiring Playbook, working with the Church Manager who holds the overview of all volunteers.

6 Process improvement and automation

- In partnership with the Church Manager, develop the church office's management systems and processes to increase automation and improve how we work — identifying tasks that consume disproportionate time, proposing better ways of doing them and seeing changes through.

7 Other

- Undertake agreed training, and such additional duties as may reasonably be directed by the Associate Vicar or Vicar.
- Comply with national legislation, diocesan regulations and the policies of the Parochial Church Council as set out in the Staff Handbook.
- Follow all health and safety instructions, take care for your own safety and that of colleagues, volunteers and visitors, and report concerns immediately.

Participation in church life

Although not a ministry post, the role is visible within the church family and the post holder is expected to enter fully into the life of the church. In agreement with your line manager, and in proportion to your working pattern, you are expected to participate in:

- Sunday services at Bishop Hannington.
- Weekday staff prayers on your working days.
- The weekly staff meeting.
- The monthly church prayer meeting.
- Regular Bishop Hannington events that fall outside normal office hours (for example the Annual Parochial Church Meeting, church away days or at-home days), where your role requires it. Time off in lieu is given for agreed working outside your normal hours, in line with the Staff Handbook.

Staff are also warmly encouraged to belong to a small group, as part of their own discipleship rather than as a requirement of the role.

Person specification

Candidates will be assessed against these criteria at shortlisting and interview.

ESSENTIAL

- Detail-orientated and thorough: keeps on top of renewals, inspections and follow-ups, and sees tasks through to completion.
- Proven experience in operational management, facilities or property administration, or a comparable role involving buildings, contractors and compliance.
- Able to manage contractors, suppliers and hirers effectively — obtaining quotes, checking work and holding people to agreements.
- Working knowledge of health and safety in buildings open to the public, or the ability to acquire it quickly.
- A practical, methodical problem-solver who is proactive, plans their own work and finds durable fixes rather than quick workarounds.
- Works well with a staff team and volunteers: clear, courteous and reliable, and able to lead the volunteer teams the role depends on.
- Confident with IT (Google Workspace or Microsoft Office) and building-related technology; willing to learn new tools.
- Discretion with confidential information, and a working knowledge of and commitment to safeguarding children and vulnerable adults.

- This post carries a Genuine Occupational Requirement under the Equality Act 2010 that the post holder is a practising Christian, in sympathy with the Evangelical aims and ethos of Bishop Hannington Church. The post holder will at times be the only member of staff present and will represent the church to its members and visitors, including responding to pastoral needs.
- Conduct and speech, on and off duty, that would not compromise Christian witness or bring the church into disrepute.

DESIRABLE

- Experience of facilities management in a church, charity or heritage setting, including faculty processes or quinquennial inspections.
- A recognised health and safety qualification (for example IOSH Managing Safely).
- Experience of improving or automating administrative processes.
- Experience of managing lettings or hire agreements.

Terms and conditions

SALARY	£32,000–£35,000 (full-time equivalent), pro rata, in accordance with the PCC salary scale.
PENSION	The PCC operates a workplace pension scheme with NEST.
HOLIDAY	As set out in the Staff Handbook, pro rata to hours worked.
PROBATION	Six months. A joint review of this role and the Church Manager role will take place at the end of the probation period, to confirm that responsibilities are correctly sized and divided.

The appointment is subject to satisfactory references, evidence of the right to work in the UK, completion of the Church of England Confidential Declaration and a DBS check at the level appropriate to the role. This post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended).

Bishop Hannington Memorial Church is registered as a Charitable Incorporated Organisation in England and Wales, Registration No. 1130527. · bhmc.org.uk