

OPERATIONS MANAGER ROLE DESCRIPTION

Purpose: To have strategic oversight and lead on operations in support of our calling to be a vibrant Christian community.

Aims: **General Operations Management**
To manage a team of staff, and work closely with the ministry team and volunteers, to enable the flourishing and growth of the mission and ministry of All Saints. To include leading on all general administration and communications.

Estate Management

To manage the estate including the main church building, the halls complex, the churchyard, the chapel at Whirlow (in partnership with Whirlow Grange Ltd) and 2 residential properties ensuring that all are well maintained and utilised.

Governance and Finance

To ensure, working with the Vicar and volunteers, that All Saints, as a Registered Charity, remains compliant with regard to all legal responsibilities.

To support the Treasurer in financial management and financial governance.

Accountable to: The Vicar and Parochial Church Council (PCC)

Reportees: The Operations Team comprising 6 staff (administrative, finance and estates)

Key Working Relationships: The Vicar and Ministry Team, Churchwardens, Treasurer, PCC Secretary, Parish Safeguarding Officer, volunteers from the church family and users of the church estate.

Responsibilities:

General Operations Management

- 1.1 Manage the Church Office to ensure that the working environment and working practices are efficient, flexible and fully reflect the mission and values of All Saints.
- 1.2 Manage and maintain the church databases and files to ensure kept up to date and fully compliant with Data Protection legislation.
- 1.3 Working closely with the Ministry Team, including participation in the weekly senior team meeting, manage the church programme and calendar.
- 1.4 Oversee the preparation of the resources required to support the weekly services, major church festivals and other church events. Lead on arranging some events.
- 1.5 Oversee enquiries about baptisms, weddings, funerals and church yard.
- 1.6 Provide informed support to volunteers in all areas of administration and operations covering a wide range of regular and adhoc activities.

Communications

- 2.1 Support the Vicar in ensuring timely, appropriate and effective internal and external communications including the weekly e-mail and hard copy church notices.
- 2.2 Ensure that the website is regularly reviewed and updated, as required.
- 2.3 Manage All Saints' profile and activity on social media.
- 2.4 Respond to enquiries and requests from the Diocese, local community and external organizations, as required.
- 2.5 Manage communication with members of the church family in matters relating to news and weekly notices in a timely manner.

Estate

- 3.1 On behalf of PCC and Estates Committee lead on liaising with the church's architects, contractors and the Diocesan surveyor in relation to estates matters.
- 3.2 Oversee and coordinate work relating to estate matters; including submitting Church of England planning applications, grant applications and seeking estimates/quotes for work. Work with Treasurer on the procurement of a range of contracts e.g. for utilities.

- 3.3 Ensure all legislation and regulations relating to the use, occupation and maintenance of land and buildings forming the church estate are observed; maintain appropriate records to demonstrate statutory compliance.
- 3.4 Lead on the operational management and marketing of the Church Halls complex, hired by a wide range of groups. Contribute to the ongoing Halls Redevelopment Project.

Governance

- 4.1 Ensure that all handbooks and policies are kept up to date and are compliant with legislation and regulations. Including but not limited to: Health and Safety Policy, Staff Handbook, GDPR policy and risk assessments.
- 4.2 Be the Health and Safety Officer, ensuring that systems and correct documentation are in place and that any action required in relation to the Health and Safety matters are completed in a robust and timely manner.
- 4.3 Attend Standing Committee, issuing the agenda and papers. Prepare an Operations Manager report and other reports as required.
- 4.5 Attend Estates Committee preparing papers as required.
- 4.6 Oversee the planning, preparation and documentation for the Annual Parish Meeting (APM) and Annual Parochial Church Meeting (APCM); oversee maintaining of the Electoral Roll.

Finance

- 5.1 Oversee and manage a range of budgets and support the Treasurer in financial planning.
- 5.2 Prepare applications for grants and funding, identifying suitable opportunities.

Human Resources

- 6.1 Line manage the operations team, encouraging training and development
- 6.2 Support the Vicar and PCC in recruitment and the effective management of employment contracts for both the Ministry and Operations Teams, including DBS checks.

The post holder will be required to:

- undertake regular safeguarding training commensurate with their role.
- participate in morning staff prayers at least once a week.
- attend staff “time outs” and training days as required.
- undertake other tasks commensurate with the role.
- cover for others in the Operations Team as necessary.