

Job Title: Operations and Office Manager

Location: St Dionis Church

Salary: £45,000 - £48,000 p.a., depending on skills and experience

Status: Permanent

Hours: Full-time 37.5 hours per week (typically Monday – Friday; with monthly attendance for 3 hours on Sundays with appropriate time off in lieu, other weekend/evening working with advanced agreement)

Holiday: 30 days plus bank holidays

Reports To: Vicar

Role Purpose

We are a church who seek to live out five commitments:

- Called together to gather around Jesus – our corporate worshipping life
- Called personally to follow Jesus – our life as disciples
- Called to serve those in need in our area
- Called to nurture children and young people – in formation and mission
- Called to tell others – evangelism and witness

Working closely with the clergy and staff team, the Operations and Office Manager will enable and oversee the running of the present day-to-day life of St Dionis Church and organise and facilitate what we are called to in the future. This role provides the operational backbone of the church, managing facilities, church events, governance, systems, and administration.

Core Responsibilities

1. Operations, Systems & Database Management

- **Systems Leadership:** Oversee and optimise key church systems including welcome team, hospitality, newcomers, and general inquiries, engaging both staff and volunteers.
- **Database & Calendar:** Maintain ChurchSuite, managing the master calendar, rotas, bookings, and connection with key ministries.
- **Policy Compliance:** Regularly review and update operational policies such as IT, phone systems, appropriate licensing, health and safety, and GDPR.
- **Safeguarding:** to oversee and ensure the administration of all safeguarding systems liaising particularly with the Parish Safeguarding Officer and those leading with children and young people.

2. Day-to-Day Facilities & Contract Management

- **Property & Environment:** Manage health and safety, order supplies, and ensure an organised, inviting physical environment.
- **Maintenance & Cleaning:** Co-ordinate routine maintenance, ad-hoc repairs, and cleaning contracts, ensuring best practice and value for money.

3. Services, Events & Hires

- **Sunday Logistics:** Organise rotas, the welcome and hospitality teams, and post-Sunday newcomer follow-ups.
- **Occasional Services:** Co-ordinate operations for baptisms, weddings, funerals, and thanksgivings in tandem with the Vicar and Worship and Creative Lead.
- **Major Events:** Deliver operational support for Christmas, Easter, the Parsons Green Fair, and the Church Weekend Away and any newly developed events.
- **Venue Hires:** Manage bookings and logistics with the Front of House Manager. Spearhead a project to actively increase room hire revenue within the limits of building availability.
- **Charity Partnerships:** Support operations for key partners, including CAS Charity, Glassdoor, Restored, Foodbank, and Crosslight.

4. Governance, Finance & HR

- **PCC Secretary:** Act as Secretary to the Parochial Church Council (PCC). Manage agendas, attend meetings, take minutes, track actions, and file Diocesan and Charity Commission returns.
 - **Financial Administration:** Ensure day to day financial processes happen efficiently and with necessary legislative compliance, working closely with the Chair of the Finance Committee and our finance contractor.
 - **HR Administration:** Maintain all HR records, ensure employment law compliance, manage staff onboarding, track leave, and ensure core services are covered. Ensure all essential/mandatory training is delivered.
-