



# Operations Director

St Michael's Chester Square  
London SW1W 9EF

Monday-Thursday  
9.30am-5pm

[office@stmichaelschestersquare.org](mailto:office@stmichaelschestersquare.org)  
020 7730 8889



# Operations Director

## Role Purpose

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Your principal purpose is to take the Vicar's vision for the church and make it happen — anticipating what's needed, proposing how to get there, and driving the work through to completion.

You'll lead our operations so that every ministry can flourish and grow — running towards problems, owning them, and coming back with solutions.

# Operations Director



## Key Information

**Job Title:** Operations Director

**Employer:** St. Michael's Chester Square

**Work Base:** St. Michael's Chester Square

**Hours:** Full-time (37.5 hours per week), normally including Sunday mornings.

Time off in lieu is given for evening and weekend events.

**Salary:** £45,000-55,000 based on experience

**Reports to:** The Vicar

**Pension:** Enrolment in the NEST Pension Scheme

**Retreat days:** Paid retreat days each year to support your own spiritual life

**Holidays:** 33 days per calendar year (25 days plus 8 bank holidays)

**Right to work:** You must have the right to work in the UK

**Requirements:** Subject to acceptable pre-appointment checks, including a satisfactory Enhanced DBS check

**Probation:** Six-month probationary period

## Background

St Michael's is an established central London church in a new chapter, and we're looking for an Operations Director who will be the engine that turns vision into reality.

Our vision has three aims — that people **Encounter** God, that we **Equip** the church for ministry and mission, and that we **Evangelise** London and beyond.

These three E's depend on someone who **Enables** them — turning vision into the people, systems and momentum that bring them to life.

# Key Responsibilities



## What You'll Oversee and Do

**Turning vision into action.** This is the heart of the role. Your leadership exists so that our clergy, staff and PCC are freed to focus on ministry and mission. You'll work closely with the Vicar and Associate Vicar to understand where the church is heading, then build the plans, systems and momentum to get us there, holding both the detail and the big picture and leading with agility as we respond to the Spirit. You'll own the central calendar and forward planning, organise and drive staff meetings, advise on how resources are deployed across our ministries and events, and contribute to longer-term planning and new ventures. You'll be a trusted thought-partner who owns delivery. You'll attend PCC, Standing Committee and committee meetings (e.g. Finance), helping plan and run them and contributing from an operations perspective, and you'll ensure the PCC is well served administratively (including secretarial support).

**Leading the operations team.** You'll lead the operations team, which initially means one member of staff — so this is a hands-on leadership role, where you'll both direct the work and deliver much of it yourself. You'll be responsible for their deployment, development and welfare, delivering the church's ministry through them day to day. You'll set clear direction, hold people to it kindly, and build and sustain a healthy, Christ-centred staff culture where things get done well and on time. You'll be the point of accountability for day-to-day operational effectiveness. Line and team management experience is essential.

**Services and events.** Sundays are our shop window and the heartbeat of our week. The Associate Vicar leads on services and events; your role is to be hands-on in delivering them — coordinating our growing events programme and the operational side of Sundays, and always looking for ways to improve them and involve more of the congregation as we grow and empower our core.

## Key Responsibilities

**Finance.** Working with the Treasurer, leadership and external finance team to build the annual budget and produce timely management accounts; overseeing payroll and gift days; developing sound financial policy and procedure; coordinating the annual report, accounts and statutory reporting (HMRC, the Charity Commission and the Diocese); and contributing to the strategy for growing the church's income — including income from our commercial property and lettings — and stewarding its resources wisely.

**People and HR.** Advising leadership on staff structures and strategy; developing practices and policies for managing and growing our staff; running recruitment, appraisals, annual leave and employment contracts (with professional input where needed); and caring well for the team.

**Communications.** Ensuring the church communicates well, internally and externally — overseeing the weekly email, social media, communications planning and our digital tools. You will manage the relationship with our external media team. Your hands-on involvement may flex to your gifting, but you'll hold responsibility for it being done, and done well.

**Projects.** Church life throws up one-off projects — a new missional initiative, building works, the unexpected problem that needs troubleshooting. Some you'll deliver yourself; others you'll coordinate or delegate. Either way, you'll be the person who makes sure they land.

## Who We're Looking For

- You're a proactive self-starter. You don't wait to be handed a task list — you look ahead, spot what's needed, and take the initiative. You're energised by turning ideas into reality and by helping a leader's vision become something the whole church can see and feel. You bring a "can-do" spirit, generate energy in others, and stay calm and resourceful when things get busy.
- You'll be excited about being part of St Michael's on a Sunday, fully on board with the church's vision (at one with the church's objectives and the current CEEC Basis of Faith.), and able to show a vibrant, mature and faithful walk with Jesus. You'll also be:
  - A finisher who follows things through
  - Genuinely supportive of the Vicar's vision, and able to champion and deliver it as your own
  - An inspirational, hands-on leader who enjoys building and motivating a team
  - Discreet, diplomatic, trustworthy and reliable
  - Calm under pressure, personally secure and resilient
  - Able to give and receive feedback graciously
  - Hardworking and willing to put in longer hours, including Sundays and the occasional evening, when needed
  - A team player with a good sense of humour who doesn't take themselves too seriously
  - Excellent leadership skills — recruiting, motivating, delegating and developing others
  - Excellent written and verbal communication, and a gift for building relationships
  - Innovative, solutions-focused thinking
  - Numerate and tech-savvy
  - The maturity to handle conflict and complaints calmly, seeking resolution
  - The flexibility and grace to "muck in" when required



**Don't tick every box?** If you have strong relevant experience and a real heart for the role, we'd still love to hear from you — we're open to shaping the role around the right person.

## Apply Now

To apply, please send your CV and a cover letter to **[office@stmichaelschestersquare.org](mailto:office@stmichaelschestersquare.org)** by

If you'd like an informal, no-obligation conversation with the Vicar, Jamie Mulvaney, before applying, we'd be glad to arrange one — please contact Beth at [operations@stmichaelschestersquare.org](mailto:operations@stmichaelschestersquare.org)

We encourage early applications, and we may appoint a successful candidate before the advertised closing date if a suitable applicant is identified.