



St. Michael's Church, Operations Director

The Role

As Operations Director, your principal goal is turning St. Michael's Church's vision into action, overseeing all the church's operational efforts to enable Kingdom growth. The work involves the delivery of core tasks, leading the administrative team and developing and establishing processes and enabling others to execute them. You would be a member of the Church's leadership team, and therefore we'd expect you to bring spiritual maturity as well as operational competence to the role.

As head of operations, a wide range of administrative staff will report to you. The team currently consists of four people; a Ministry Coordinator and Office Manager (5 days), an Operations Co-ordinator (4 days), a Communications Manager (2 days) and an Operations Assistant (1 day).

The Responsibilities

You would carry ultimate oversight of, and responsibility for, St Michael's administrative operations and infrastructure.

In more detail, this includes:

1. Leadership Team Support and Planning

Your expertise and thinking will shape how the vision becomes reality, proposing creative ways to move the church forward and advising the leadership of the deliverability of ideas. You'll have oversight of the central calendar, facilitating forward planning – this will involve organising pastoral staff and operations staff meetings and advising in resource distribution across St Michael's ministries and events.

You will attend PCC and committee meetings (e.g. Finance), aiding in the planning and running of these meetings while contributing from an operations perspective. You'll also work closely with the leadership team on longer term planning, for example, investigating future ventures and new ministry initiatives.

2. Management of the Operations Team

- The Operations team will all report to you, and you'll be responsible for their deployment, welfare and training
- You'll be the key communication link between the vision of the pastoral staff and the operations team. Management experience is a must

3. Finances

- Working alongside the Treasurer, leadership and finance teams to develop the annual budget
- Coordinating annual reports and accounts with the leadership and finance teams
- Contributing to strategy for increasing church's income and stewarding its resources wisely
- Developing robust systems of financial policy and procedure (in consultation with the treasurer)

4. Human Resources

- Advising the church leadership on staff structures and strategy
- Developing policies and processes for the management and development of our staff
- Managing recruitment and general HR processes (for example appraisals and annual leave)
- Overseeing employment contracts and policies (in consultation with professional expertise)



5. One-off Projects

Church Operations brings with it many one-off projects, such as work on the church buildings, reviewing staff salaries, as well as occasionally dealing with unforeseen, operational challenges that require troubleshooting. Some of these you may choose to deliver yourself, others you will delegate or coordinate teams with the appropriate expertise to deliver.

Below are some other areas that would fall within your broader oversight, although the day-to-day responsibilities would be undertaken by one of the team.

a) Service and Event management

- The events programme is constantly developing, and part of your role will be the high-level coordination of these events. Sunday services are our shop window and core to what we do.
- We are always seeking ways of improving what we do and looking to involve more members of the congregation. Whilst much of the weekly delivery of Sundays will be delegated, as a cornerstone of the church's ministry your continued input and oversight will be key.

b) Communications

- Managing internal and external communications is an important aspect of church operations.
- Your input here may vary according to gifting, but being a link between the Communications Manager and the operations staff and pastoral staff will be part of your role.

c) Systems and Compliance

- Overseeing those responsible for all compliance and risk management (e.g., fire safety, GDPR, Safeguarding, employment law, trustee and charity compliance)
- Continually re-evaluating systems throughout the church's operations, including IT, database management, use of facilities and procurement.

d) Properties

- Holding responsibility for the management and upkeep of all properties and sites managed by the church (including the church building, staff housing and a nearby commercial rental property).
- Ensuring that the correct procedures are followed in respect of obtaining Diocesan permission for changes to the Church buildings.



About you

Character

The successful candidate will have a 'can do' spirit, good social skills, and a capacity to generate energy and enthusiasm in others. You will need to be resourceful, adaptable, optimistic, and unflappable. A good sense of humour and sense of fun would also be appreciated. You will relish the opportunity of leading a team and enthusing volunteers.

You will see yourself being in London for at least three years and will be excited about being a member of St Michael's church on a Sunday.

You'll be an inspirational leader with presence and experience, and with spiritual, pastoral and personal maturity. Naturally, you will fully participate in the life of St Michael's and be completely on board with the church's vision. We'll want to see evidence of a vibrant, mature and faithful relationship with Jesus in your life. You'll also be:

- Enthusiastic, full of initiative and resourceful.
- Discreet and diplomatic
- Trustworthy and reliable
- Able to keep calm under pressure
- Personally secure and resilient
- Able to give and receive criticism
- Hardworking, and willing to work longer hours when necessary
- A proven team player
- In possession of a sense of humour and enjoy laughter

Experience

You'll have demonstrable management and operational experience. Team and line management experience are a must, and project management experience would be ideal.

Preferably, you'll also be familiar with the inner workings of a church and have experience working with volunteers.

Skills

The essentials are:

- Robust organisational and administrative skills
- The ability to prioritise work and to know the difference between the urgent and the important
- Enjoy the challenge of dealing with multiple projects at the same time
- Good people skills, being part of a friendly team will be important to you
- Excellent leadership skills, including team recruitment, motivation and delegating
- Excellent communication skills (written and verbal) and an aptitude for relationship building
- Innovative thinking and producing creative solutions
- Being numerate and tech-savvy
- Flexibility and grace to 'muck in' as and when required



About St Michael's

St Michael's is a collective of passionate worshippers, with lots of committed long term members and a warm sense of community. The church is located in the heart of central west London, a short walk from the travel hub of Victoria, and it is easily accessible to people from a wide geographical area. The church is currently between Vicars so is being led by an Interregnum Leadership Team consisting of the two church wardens, the two clergy and the outgoing operations director.

There are two Sunday services at St Michael's and the Children's Church happens at the 11am. The 9am service is traditional with organ accompaniment, the 11am is informal and led by a worship band. Both services embody the same values of the Church, the outward form of each service is shaped to serve different core groups. On a typical Sunday there are normally 35-45 adults at the 9am service and 65-85 adults and 20-35 children at the 11am service.

Terms and conditions

Hours: There is flexibility between 3 days (22.5 hours) and 5 days (37.5 hours) per week. Working occasional Sundays will be necessary to enable review and development of the Sunday program. Time in lieu will be granted for additional work done on weekends and evening events.

Role Level: Senior Leadership

Start date: October onwards

Salary: £40,000-£44,000 full-time equivalent, dependent on experience.

Pension: Enrolment in the NEST Pension Scheme.

Holidays: Full-time equivalent of 33 days each calendar year (25 days plus 8 bank holidays, which are working days but can be booked off).

Work Base: St Michael's Church, Chester Square, London SW1W 9E with the potential for flexible working from home.

Right to Work: You must have the right to work in the UK.

Requirements: All appointments are subject to acceptable pre-appointment checks, including a satisfactory Enhanced DBS Check.

It is vital that the appointed person fully supports the ministry of St Michael's and is at one with the church's objectives and the current [CEEC basis of faith](#).

Application procedure: All applicants should complete an application form, which can be found here: <https://www.smccs.org.uk/job-opportunities>.

Please send the application form to Jack Campbell (operations@smccs.org.uk). All candidates will be informed whether or not their application has been successful.

Deadline for applications: The deadline for applications is 12pm on Friday 9th August. Initial interviews will be held on zoom in w/c 5th August and w/c 12th August. Early applications are encouraged, and enquiries are welcome.