



Operations Lead Job Description

JOB PROFILE	
Job title:	Operations Lead
Team/Department:	All Saints Ryde
Reports to:	Ryde Team Rector
Direct Report:	Team Administrator
Works closely with:	Team Vicars and Churchwardens
Principle Location:	All Saints Ryde with some work at other Ryde Church sites
Travel Required:	Minimal Travel will be required, aside from travel to other Church Sites in Ryde, there may be some training days in Portsmouth and occasional travel to London or other parts of the country for conferences, Focus (our church network festival) other team days away, for which advanced notice will be given and travel arrangements will be made or expenses reimbursed.
Regular Working Pattern/ Hours:	37.5 hours per week, Monday to Thursday, and Sundays (Fridays and Saturdays off). Flexible working available (by agreement with your line manager)
DBS Check Required:	Yes
Date Open:	10 June 2024
Date Closing	1 July 2024 (though interviews will be held on a rolling basis so early application is recommended).
Start Date:	Can start immediately
Salary:	£30,000 per annum

ROLE CONTEXT
<p>ABOUT ALL SAINTS: There has never been a more exciting time to join the team at All Saints. As part of a new project to revitalise the church for the Island, we are planting the first-ever contemporary service into the Church as part of the HTB network of churches (including Harbour Church Portsmouth). We are currently building an amazing team to bring the vision to life. So, this is a rare opportunity to join a new foundational team and community and to be part of the team that sets the vision, values, and culture for the next phase of ministry at All Saints as we explore what it looks like to play our part in the evangelisation of the nation, the revitalisation of the Church, and the transformation of society.</p> <p>ABOUT RYDE: Ryde is just a 10-minute journey on the hovercraft from Portsmouth Harbour. Ryde is known as ‘the gateway to the Island with several main travel points located within it. It also has a long stretch of sandy beach and lots of independent shops and cafes. The largest town on the Isle of Wight with a population of 37k. The Church is a landmark on the island with the spire visible from many places around the Isle of Wight and from the mainland projecting beyond the town skyline. The socioeconomic makeup of the town is very mixed and it is a great vibrant place to live and work.</p>



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ROLE PURPOSE

This is an amazing opportunity for someone who thrives on operational excellence and loves managing a project to completion to have a hugely impactful and pivotal role in a church entering a new phase of its life. You will be a key part of the leadership team and oversee the operational management of All Saint's Ryde and assist other Ryde churches in the plurality group; ensuring structures and systems are in place to enable ministry and best use resources within our church, to advance the vision of the church. The Operations Lead will work with the Rector and Team Vicars to achieve the strategic objectives of All Saints in overseeing the operational, organisational, and financial aspects of the church.

KEY TASKS AND DELIVERABLES

Oversee Operational Excellence - Oversee the important day-to-day operations of the church and its buildings and hold oversight responsibility for: Project roll-out; Health and Safety; Food Hygiene, Fire Assessment; Risk Management; Infrastructure; GDPR and Accessibility issues.

- Develop and lead the ongoing strategic plan for the church's activity in consultation with the wider team.
- Collect and collate data and process information to provide reports as required about church activity.
- Lead the process of planning, designing, developing and implementing church operating and governance procedures, processes and systems.
- Work as part of the leadership team to develop the church's calendar of events and activities.
- Collect data regarding progress concerning the church's key objectives and report regularly to relevant stakeholders.

Lead on rhythms to ensure great delivery and communication.

- Oversee the smooth operational running, development and communications of Sunday services & events.
- Responsible for the creation, implementation and ongoing development of excellent systems and processes to support the growth of the ministries and staff structure.
- Work with the team to ensure effective systems are in place for communicating with the church family and wider audiences, including the church website, social media channels and local press.
- Ensure that all church administrative systems are operating effectively and cost-efficiently to serve the running of the church, including all IT systems.
- Provide support to volunteers in the areas of Administration, Communications, IT, Safeguarding, Finance and Facilities to ensure that procedures are implemented and easily followed.

Help to oversee our greatest resource- People!



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- Help to recruit, lead, onboard and equip a team of staff and volunteers to support the various functions of the church.
- Work with the team to develop and implement a relevant training strategy for staff and volunteers.
- Work with the leadership team to oversee the implementation of the performance management process to measure and evaluate progress against the strategic goals of the church.
- Responsible for ensuring all church policies, and staff handbooks are up to date and compliant with safeguarding, charity and employment law.
- Support the governance structures of the church and the churches working in plurality.
- Day-to-day oversight of the finances in conjunction with Church Wardens and Rector.
- Oversee the monthly payroll.
- Management of bank accounts, utilities, insurance, and various contracts as needed.
- Manage the church budgets in conjunction with Churchwardens, Rector and Team Vicars.
- Work with Rector, and churchwardens to ensure monthly and annual accounts and budgets are prepared for submission to the Charities Commission on time.

Ensure our facilities are the best they can be.

- Work with the church warden who oversees facilities to manage the premises and facilities ensuring the site is maintained to a high standard and used in line with the vision.
- Oversee facilities, insurance, health and safety and risk management.
- Project manage key organisational development projects within the church and where necessary liaise with external contractors and suppliers.

Create systems that enable ministry and mission.

- Work with the Rector and Team Vicar to oversee and implement the church's IT systems and infrastructure.
- Work with the Team Vicar to oversee and implement the church's use and development of the ChurchSuite database - workflows, tags, GDPR compliance, data cleansing etc.
- Ensure that equipment and systems are fit for purpose and that security protocols and protection are up to date and compliant.

Be the Team – as All Saints has never had a contemporary worship service before, this is really a church-planting opportunity. We're therefore looking to build a team of people who are energised by helping one another and who want to serve the wider vision of the church rather than work in team-specific silos. While most of your work will be focused on operational excellence, we're aiming to be a close-knit team who all help each other and where no one is left with too much on their plate or a task they can't manage. This means we'll all help you with as needed, but in turn, we expect that you'll help when needed with other projects as well. We think church is just more fun this way, anyway!



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Learn and grow in community – we want to take our team time seriously, to pray for one another, and to help each other grow in our faith and giftings. So, we want an Operations Lead who is excited to participate in team meetings and vision days and has a desire to keep developing their skills, learning, and to create a culture where helpful and gracious feedback is encouraged at all levels. This will mean having a flexible attitude (being able to let go of something that hasn't quite worked or improve an area that needs improving) and being a proactive member of the team- prepared to give and receive feedback openly.

KEY CHARACTERISTICS

The successful candidate will be:

- A mature and committed Christian, who is confident communicating the reason for their faith.
- A proactive self-starter, with a knack for seeing what needs to be done and finding a solution.
- Highly organised and can inspire others to be organised and use systems properly.
- Have an eye for detail and issue spotting.
- Undaunted by administrative work and have a knack for prioritising work and ticking things off the list, celebrating progress and achievements.
- A kind and considerate manager of people who delegates fairly and works well with others.
- Confident in advocating for and championing best practices.
- A passion for continuing improvements and upskilling of the team.
- Excellent English written and verbal communication skills.
- A love for the church and a desire to see the Church grow.
- Reliable, excellent time-keeping skills (be able to arrive on time, as well as run meetings to an agenda and time).
- Have a sense of humour and fun – can make mundane tasks fun for staff and volunteers.
- Exercises diplomacy, grace, and extends kindness to other staff and volunteers – can balance loving and caring for people well with achieving outcomes.
- Is willing to learn, grow, and accept and give feedback well.

NECESSARY EXPERIENCE

- Educated to a degree level OR have extensive experience in a similar role.
- Must have experience working in an operational capacity in a previous role.
- Excellent and professional budget management and strategic financial management and planning.
- Regulatory compliance and risk assessments in a professional environment (understands and can keep the team organised on things such as safeguarding and health & safety and data privacy).
- Successful project management.
- Recruiting and working with volunteers.



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- Successfully managing others.
- Managing projects where you are not the subject matter expert (such as facilities or IT) but are confident holding other staff and contractors to account.
- Technologically competent – excellent use of MS suite, spreadsheets, databases, and digital presentations.

HELPFUL EXPERIENCE

- Worked in the church or charity sector.
- Professional qualification in Finance, HR, or Project Management
- Line management experience in a professional environment.
- Understanding of grant fundraising or a willingness to learn how to raise funds.
- Familiarity with ChurchSuite
- Familiarity with Accounting and HR software
- Familiarity with MailChimp, MailerLite or another newsletter system
- Use of Canva or other simple design tools.

SPECIAL CONDITIONS OF EMPLOYMENT

Being part an active part of the worship of the Christian Church is a genuine occupational requirement for this role. The Operations Lead will be expected to be part of the worshipping community at All Saints while holding this role. The role holder must be available to work a selection of Key Annual events which will include various Holiday services, Church Meetings, Focus (our church summer holiday festival), and other key ministry events (for which advanced notice of dates will be given and time in lieu will be given if outside of normal working hours). All staff must attend weekly staff meetings in person.

PAY AND BENEFITS

- Annual Salary: £30,000 per annum
- Help with relocation costs (if moving to the isle of Wight from another location)
- Enrolment in our Nest pension scheme
- 25 days holiday per annum (+ bank and public holidays)
- Opportunities for continuing development and learning.