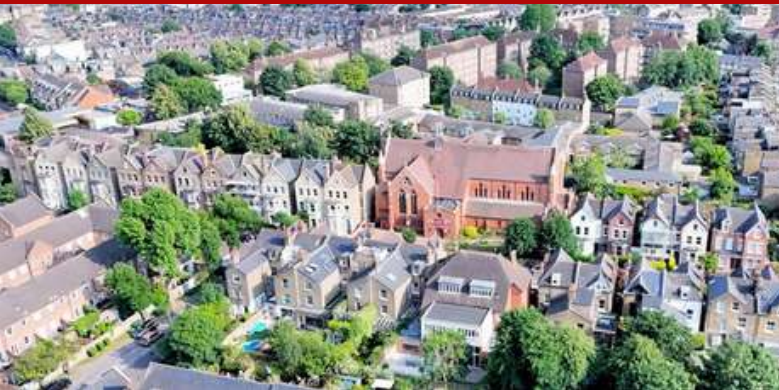




ASCENSION
BALHAM

OPERATIONS MANAGER

JOB PACK



Marcus Gibbs

Vicar



Thank you so much for your interest in the role of **Operations Manager** here at Ascension Balham.

Ascension is a truly special place to be. We are a thriving Anglican church community in South West London. Our mission is to share the love of God in everything we do - from our vibrant Sunday mornings including *Bubble Church* - a service for young families that started at Ascension and is being rolled out nationally across the Church of England, to our café *Parish Coffee* which is open during the week and hosts a refugee drop-in, debt advice service and various community groups.

As our Operations Manager, you will be the operational backbone of the church. While our clergy and ministry leaders focus on the frontline, you will be the one ensuring the infrastructure is robust enough to support our mission.

This is a senior leadership position within our staff team. You won't just be managing tasks; you will be a key partner to me and the wider team, helping us refine our processes and manage our resources, to ensure we continue to thrive. Whether managing finances, overseeing building projects, or navigating complex negotiations, every task you undertake serves our mission to share God's love.

We are looking for a self-starters and a passionate disciple of Jesus who is ready to use their professional gifts for the kingdom. I hope this pack gives you a sense of the exciting journey we are on and look forward to hearing from you.

Marcus



marcus.gibbs@ascensionbalham.org



THE ROLE

Are you someone who loves seeing things work really well? Someone who loves people but also systems and processes?

The Operations Manager will play a vital role in ensuring the smooth running of Ascension Balham - both its growing Sunday services and its bustling midweek community hub. Central to this role is overseeing processes for staff and volunteer teams at Ascension (e.g. training, inductions, safer recruitment, etc.), as well as managing all aspects of the building, including day-to-day needs and building projects to maintain the space.

You will manage our partnerships with organisations that use the Ascension building, such as Marmalade Owl and GlassDoor. You will be responsible for day-to-day finances, working with the Treasurer and book keeper to ensure financial resilience through budgeting and oversight, and put in place effective administrative processes to support growth. As a senior leader on the Ascension staff team, you will work directly with the Vicar as well as the wider staff team to ensure the church and its community hub continues to thrive and spread the love of God to Balham and beyond.

We are seeking a practising Christian and humble disciple of Jesus who is committed to seeing God transform lives through a prayerful, collaborative approach. You will be a warm, emotionally intelligent relationship-builder, a self-starter who remains steady under pressure while navigating the needs of our diverse congregation and partners. We need an experienced leader who is technically proficient in tools like Google Workspace, ChurchSuite, and Xero to manage staff, volunteers, and contractors while ensuring all legal and safeguarding requirements are met with excellence.

Staff Team Values

At Ascension we want you to be a custodian and steward of our staff team values, which are:



**MAKE JESUS
KNOWN**



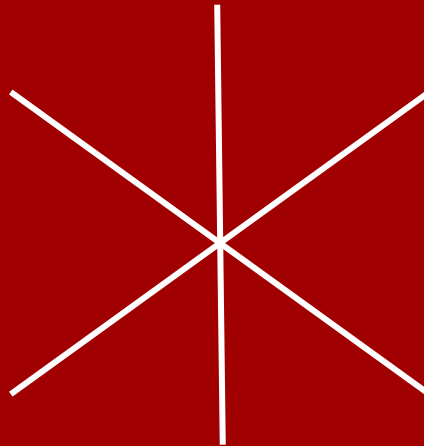
**BETTER
EVERY DAY**



**HONOUR ONE
ANOTHER**



**BE
ACCOUNTABLE**



**TAKE
OWNERSHIP**



**KEEP SHORT
ACCOUNTS**

Job Description

JOB TITLE:

Operations Manager

SALARY: Up to £42,000 pa

REPORTING LINE:

Reports to Vicar of Ascension Balham

LOCATION: Ascension Church Balham

WORKING HOURS: Full time/possible part time

KEY RELATIONSHIPS:

Vicar of Ascension Balham, PCC and Church Wardens, Ascension Staff Team, partner organisations that use the Ascension building (including Marmalade Owl Nursery), contractors, Ascension congregation and wider community

KEY RESPONSIBILITIES:**The Operations Manager will lead in five key areas:****People**

- Ensuring the effective implementation of staff and volunteer policies and processes for Ascension, including safer recruitment, induction, and training.
- Acting as the primary point of contact for Ascension, including by phone, email and post, ensuring enquiries, visitors and hirers are responded to promptly and appropriately.
- Working with Parish Safeguarding Officers to ensure safeguarding policies are in place and followed, DBS checks are conducted and a culture of safeguarding excellence is embedded within all activities at Ascension - including Parish Coffee and the Community Hub.
- Line managing the Site Manager and Cleaner.
- Overseeing administration for occasional offices (with clergy input), including weddings, funerals and baptisms, meeting with banns couples, processing banns of marriage and maintaining statutory registers and service records.

Places

- Managing all aspects of our building's day-to-day demands, physical security and

safety (with the Site Manager), and making sure the building is well-maintained, safe, clean and welcoming/aesthetically pleasing.

- Ensuring adherence to effective security procedures in the building.
- Ensuring equipment is maintained and works effectively (including Parish Coffee/catering equipment and IT/AV equipment), responding to issues and liaising with contractors, equipment providers, maintenance providers etc. as well as sourcing new equipment where needed.
- Managing and negotiating with contractors to ensure value for money and that work is completed to a high standard.
- Liaising with relevant authorities to secure necessary permissions (e.g. faculty applications, local authority permissions).
- Overseeing bookings, contracts and liaison with internal and external users of the Ascension buildings (including the nursery), optimising income in line with Ascension's vision and values.
- Ensuring policies and procedures for building usage, maintenance and upkeep are set in line with legislation and current best practice.
- Acting as operational landlord for Ascension-owned residential properties used by clergy and staff/volunteers, overseeing maintenance, compliance and tenant liaison in a legally sound and pastorally sensitive way.
- Maximising hygiene in the building and minimising potential contamination from pests, liaising with hygiene and pest control contractors as required.

Pounds

- Overseeing financial administration and the contracted bookkeeper, including invoice processing, reconciliations, cash handling and reporting (including for Parish Coffee).
- Ensuring accurate reporting of Parish Coffee sales figures via POS system.
- Working with the Treasurer and book keeper to ensure financial resilience through budgeting, forecasting and oversight.
- Overseeing procurement processes.
- Ensuring timely preparation and submission of accounts and annual reports, in conjunction with the Treasurer.
- Researching and identifying opportunities for grant funding and submitting high quality applications to support the ministry of Ascension and grow our financial capacity.
- Acting as the Giving Coordinator - liaising with the congregation on their pledges and giving to Ascension.

Processes

- Overseeing the operational running of Ascension in line with our vision, values and strategy, ensuring compliance with all legal, policy and reporting requirements (national, regional, local, diocesan, etc.)
- Acting as custodian of organisational systems and memory in line with GDPR requirements, including records, filing systems, access permissions, password management and clear documentation and handovers.

- Ensuring accurate completion of statutory, diocesan and parish returns in a timely manner.
- Building scalable systems in administration, governance, and digital tools like ChurchSuite to support continued growth.
- Ensuring robust Health & Safety and Fire Safety processes, training and risk assessments are in place, as well as appropriate insurance and first aid provision (including for Parish Coffee).
- Coordinating operational aspects of events and activities at Ascension, liaising with relevant staff and volunteer leads.
- Liaising with partner organisations regarding their use of the Ascension building, agreeing requirements, expectations etc.
- Overseeing the smooth running of Ascension's Sunday Services, ensuring volunteer teams are in place and trouble-shooting as required.

Projects

- Leading and project managing building projects to improve and enhance the use of Ascension's buildings and to maximise our use of the space in line with our vision.



Success Measures

People

- Effective staff and volunteer team processes and practices are in place, understood and followed, and a culture of safeguarding excellence is embedded within all activities in the Ascension building.

Places

- The Ascension building is well-maintained, welcoming and safe; opportunities for enhancing the space are embraced; and projects are well managed.

Pounds

- Ascension's finances are stewarded effectively and managed well, maximising opportunities for ministry in the community and beyond.

Processes

- Ascension has robust policies and processes in place to support a safe environment, to ensure the smooth running of public worship and to comply with all legal and procedural requirements. These processes are well understood and consistently followed by staff and volunteers.

Projects

- Opportunities are embraced to enhance and optimise the space in Ascension buildings, serving to support and grow both midweek and Sunday ministry.

Person Specification

Occupational Requirement

This post is subject to an occupational requirement that the postholder be a practising Christian, in full sympathy with the aims and ethos of the Church of England (Equality Act 2010, Schedule 9, Part 1).

Skills/Aptitudes

- Able to solve problems, take the initiative and implement creative solutions (*Essential*)
- Excellent organisational and project management skills, with the ability to juggle multiple priorities, re-prioritise effectively and manage delivery timelines (*Essential*)
- Able to lead and motivate a team of staff members and volunteers, delivering through others with consistency and care (*Essential*)
- A natural relationship-builder and communicator - warm, hospitable and confident in one-to-one and group settings (*Essential*)
- Able to navigate difficult conversations and negotiations with tact and sensitivity (*Essential*)
- Strong written communication skills (*Essential*)
- Technically confident: comfortable using tools like Google Workspace, ChurchSuite, Xero, etc. and able to learn new technologies quickly (*Essential*)
- Financial acumen, including budget setting, monitoring and reporting (*Essential*)
- Able to manage a physical role in a large building (*Essential*)

Knowledge

- Understanding of charity governance, compliance and safeguarding best practice (*Essential*)
- Knowledge of employment law principles in a charitable context (*Desirable*)
- Familiarity with the Church of England's structures and processes (*Desirable*)
- Understanding of risk management best practice (*Essential*)

Experience

- Experience leading or managing others (*Essential*)
- Experience working in or with churches or Christian charitable organisations (*Desirable*)
- Experience of financial oversight and administration, including budget management and reporting (*Essential*)
- Experience working collaboratively with a wide range of partners, including trustees and external organisations (*Essential*)
- Experience running a community space (*Desirable*)

Character and Behavioural competencies

- A passionate, humble disciple of Jesus, filled with the Spirit, formed by His word and sustained by grace (*Essential*)
- A self-starter - proactive, practical, adaptable and solutions-focused (*Essential*)
- Highly relational; able to motivate others and understand others' needs and perspectives (*Essential*)
- A collaborative and generous team player, full of faith and prayer, committed to seeing God transform lives (*Essential*)
- Emotionally intelligent and culturally aware, with sensitivity to the needs and interests of diverse groups (*Essential*)
- Credible with external partners, including contractors (*Essential*)
- Agile - able to adapt quickly and respond to emerging situations and unanticipated challenges (*Essential*)
- Resilient and steady under pressure, able to navigate setbacks with perseverance and grace (*Essential*)
- Committed to safeguarding and nurturing a culture of care and accountability (*Essential*)

How to apply

For an informal conversation about the role please contact:

Revd Marcus Gibbs - marcus.gibbs@ascensionbalham.org

To apply please visit: www.ascensionbalham.org/jobs and complete the application form and attach a CV.

The closing date for applications is: **Sunday 31st May (Midnight)**

Interviews will be held on: **15th June at Ascension Balham**