



St. Anne's Church

BRINGING LIGHT
TO SOHO

OPERATIONS MANAGER JOB PACK



Revd Simon Buckley

Rector



Thank you for your interest in the role of Operations Manager here at St Anne's Soho.

St Anne's is the Church of England parish church of Soho, the square mile that is bordered by Oxford Street, Regents Street, Charing Cross Road and Shaftesbury Avenue. It is an area rich in history and culture, a residential community and tourist destination and a place both famous and, to some, infamous! As the Parish Church, St Anne's seeks to serve this diverse community, but also be reflective of it. The centre of its life is the lively worshipping Christian community, but its reach and work extends way beyond the congregation.

An average day at St Anne's may see people come into the building for a lunchtime service of Holy Communion, for peace and quiet in the chapel that is open all day, to attend one of the many 12-step meetings held here, to join in a group for trans and non-binary people, or share in a seniors lunch hosted by us or a community event put on by someone else. No two days are the same, and truly all life is here!

The Operations Manager occupies a crucial role in ensuring the building is fit for its many purposes, and providing administrative support for the church and the Rector. It is a multi-faceted role requiring an organised mind, IT proficiency and excellent people skills, as the Operations Manager is often people's first point of contact with St Anne's.

The successful applicant will need some familiarity with the Church of England and be supportive of the traditions and ethos of the Christian faith, if not a practising Christian.

This is a senior leadership position within our small staff team, requiring energy, commitment and a good sense of humour. The successful applicant won't just be managing tasks at a desk, but helping us deliver our ministry of service to this vibrant and ever evolving community. If this sounds like fun – we'd love to hear from you.



THE ROLE

JOB TITLE:

Operations Manager

LOCATION:

St Anne's Church, Soho

SALARY:

Starting salary of £38,000 per annum, subject to annual review

HOURS:

Full time, generally Monday-Friday with occasional evenings and weekends.

REPORTS TO:

The Rector

WORKS CLOSELY WITH:

Clergy, Community & Events Coordinator, Café Team, Premises Assistant, Maintenance Technician, Cleaning Operative, volunteers and contractors.

ROLE SUMMARY

The Operations Manager is responsible for the operational running of St Anne's Church, ensuring the building, administration, finances, compliance systems, and day-to-day activities function efficiently, safely, and sustainably.

Combining operational leadership with hands-on administration, the postholder coordinates staff, contractors, volunteers, and building operations while supporting the Clergy in the practical delivery of worship, events, community activity, and building use.

JOB DESCRIPTION

KEY RESPONSIBILITIES:

Operations & Administration

- Oversee the day-to-day running of the church building and its activities.
- Coordinate operational workflows across staff roles to ensure the smooth running of services, events, rehearsals, meetings, and building use.
- Act as the primary operational contact for day-to-day queries and problem solving.
- Manage enquiries by email, phone, and in person.
- Maintain parish records accurately and confidentially.
- Manage clergy diaries, service scheduling, and meeting arrangements.
- Prepare service sheets and operational documentation.
- Take minutes at PCC and other meetings and maintain official records.
- Maintain calendars, booking systems, filing systems, and shared information platforms.
- Develop and maintain operational procedures and administrative systems.
- Support and coordinate volunteers where operationally required.

Finance & Compliance

- Maintain financial records and process invoices, payments, and reconciliations.
- Administer payroll information and contractor payments.
- Track room hire income and prepare financial summaries for leadership and the Treasurer.
- Monitor operational budgets and expenditure with the Treasurer or finance support.
- Order and manage office and operational supplies.
- Maintain safeguarding records and DBS tracking.
- Record safeguarding training completion for staff and volunteers.
- Maintain health & safety, fire safety, insurance, and risk assessment documentation.
- Ensure operational policies and compliance procedures are implemented and maintained.
- Prepare statutory, diocesan, and operational returns where required.

Buildings & Facilities

- Coordinate maintenance, inspections, and repairs with the Maintenance Technician and Premises Assistant.
- Liaise with contractors, insurers, suppliers, and service providers.
- Manage building access arrangements and operational readiness for services and events.
- Coordinate cleaning requirements with the Cleaning Operative.
- Maintain records of inspections, certificates, servicing schedules, and contractor works.
- Ensure the church building remains safe, welcoming, clean, and operationally effective.
- Assist in coordinating building projects and improvement works where required.

Events & Community Use

- Work with the Community and Events Coordinator to support room bookings and event logistics.
- Coordinate shared use of spaces between church and café activities.
- Provide operational support for services, occasional offices, concerts, and special events.
- Support external hirers and partner organisations using the building.
- Provide cover for event administration and bookings support when required.

Governance & Clergy Support

- Prepare operational reports and documentation for clergy and trustees.
- Maintain governance, compliance, and operational records.
- Assist with preparation of meeting papers and supporting documentation.
- Support clergy and leadership with operational planning and coordination.
- Contribute to the development of efficient systems and processes that support the wider mission and activity of St Anne's.

PERSON SPECIFICATION

Essential

- Experience in operations, administration, facilities, or organisational management.
- Experience managing budgets, financial administration, and reporting.
- Strong organisational and prioritisation skills.
- Experience coordinating people and processes.
- Understanding of compliance, safeguarding, and health & safety responsibilities.
- Ability to make practical decisions independently.
- Clear written and verbal communication skills.
- Competent IT skills including office software and shared systems.
- Ability to manage multiple priorities within a busy operational environment.
- Ability to handle confidential information appropriately.

Desirable

- Experience in a church, charity, or community organisation.
- Experience supporting governance or trustee bodies.
- Familiarity with safeguarding administration.
- Understanding of church administration and services.
- Experience coordinating buildings, venues, or community spaces.

Attributes

- Methodical and reliable
- Calm and solutions-focused
- Discreet and trustworthy
- Collaborative and supportive
- Welcoming and professional in approach
- Flexible approach to occasional evening or weekend requirements
- The successful candidate will be expected to support the mission, values, and day-to-day life of St Anne's Church and contribute positively to its role within the wider Soho community.

WHAT WE OFFER

- Competitive salary of £38,000pa
- 20 days of annual leave plus public holidays – rising by 1 day per year of service up to 25 days of annual leave plus public holidays.
- Free venue hire once per year for your own event
- 50% off all food and drinks at our own on-site café, Sacred Grounds
- Company sick pay scheme
- Pension scheme where we contribute 5% of your salary and you contribute at least 3%



St Anne's...

- Holds on average six acts of worship a week
- Hosts 15 twelve step meetings a week (attended by over 500 people throughout the week)
- Welcomes 40+ senior citizens to freshly cooked lunch every Thursday
- Runs a monthly free drop-in tea for the community
- Runs a monthly support group for those carrying grief
- Turns into a Polling Station on voting day
- Marks civic events such as Remembrance Sunday
- Leads the Admiral Duncan Act of Remembrance
- Is open every day as a place of quiet prayer and reflection
- Is home to The Soho Society and anti-bullying charity Diversity Role Models
- Is the administrative base for Academy of St Martin in the Fields
- Has its own coffee shop, Sacred Grounds
- Supports its local school - Soho Parish Primary
- Aims to be a force for good in this community

How to apply

For an informal chat about the role, please contact:
Fr Simon - rector@stannes-soho.org.uk

To apply, please visit: www.stannes-soho.org.uk/jobs
to complete the application form.

Applications deadline: Monday 13th July, 9am
Interviews will be held on Tuesday 14th July