



# **Operations Director Job Application Pack**

**JANUARY 2022**





## Appointment of an Operations Director

We are looking for a new Operations Director to lead our church operations function at both a strategic and management level to support the development and delivery of St. Saviour's mission and ministry. This is a fantastic opportunity for an experienced operations leader to help turn St. Saviour's vision into reality as we enter a new season of church life.

The Operations Director will work closely with the Rector, Associate Rector and senior team to oversee the operations function in all aspects of church life and the seasons of the church calendar. This will include leading the Operations team, helping implement our vision and providing specialist input in the key areas of responsibility below.

The successful applicant will need a proven track record of successful operational leadership at a senior level - ideally in a church or charity - developing strategy and managing and monitoring its implementation. They will also need expertise in a range of operational disciplines (with access to specialist input if needed). Candidates need to be clear thinking, confident Christian leaders who are good communicators with mature people skills, able to influence, prioritise and delegate in the busyness, joys and sorrows of church life.

### Key areas of responsibility include:

- Leading and managing the Operations Team
- Strategy including planning and implementation
- Supporting the wider staff team in delivering projects, events and organisational objectives
- Finance
- HR
- Responsibility for buildings oversight (but not direct management)
- Health and safety (but not safeguarding)
- Church of England administration and governance
- ICT and systems including data protection
- Communications





## Who are we?

St. Saviour's is a large and lively charismatic evangelical Anglican church in central Guildford. We are made up of people from all ages, stages and backgrounds and we have a vision to 'Love God, love people and make a difference' in Guildford and beyond.

In normal times, our church and church centre are busy on Sundays for worship and throughout the week for church groups and community outreach. Our Sunday services are at 9am, 10:30am and 6pm. Groups for children run at 10:30am and 6pm and for young people at 6pm. Our amazing Trekkers ministry to children and young people with additional needs runs at 10:30am and 6pm. During lockdown, we developed a strong online presence with our services now broadcast live on YouTube too.

Please visit our website to find out more about us [www.st-saviours.org.uk](http://www.st-saviours.org.uk).

We completed a major refurbishment of the Church Centre three years ago, have invested significantly in production technology to ensure high quality online delivery and office systems to support effective church administration. We are also fortunate in the specialist skills of members of the Operations Team.

We believe that in this season God has given us three priorities – to love, to build and to reach. We want to be a church family that knows just how much God loves us, and shares that incredible love with everyone we meet. We also want to help everyone in our church family be part of a small group, where they are encouraged to become more like Jesus in every area of their lives. Finally, we want to reach our local neighbourhood – to get to know our community better and to see it transformed by the Good News of Jesus.

If you have a heart to join us in exploring all God has for us, please read on. You are also most welcome to come and meet us before applying either by joining us for worship or coming in to meet members of the team. Please contact Lucy Webb ([lucy.webb@st-saviours.org.uk](mailto:lucy.webb@st-saviours.org.uk)) if you'd like to meet us first.





## Job Description

**Job Title:** Operations Director

**Reporting to:** The Rector

**Direct Reports:**

- Senior Administrator & PA to the Rector
- Buildings Manager
- Events and Bookings Manager (currently vacant)
- Financial Administrator (role currently outsourced)

**The Operations Director also has oversight of the following members of the Operations team whose line managers are set out below:**

- Communications Officer (reporting to the Senior Administrator)
- Caretaker (reporting to the Buildings Manager)
- Production Co-ordinator (reporting to the Worship Pastor)

### Purpose:

To lead and manage the Operations function within St. Saviour's, working as part of the senior leadership team to champion organisational health and effectiveness and deliver the church's vision, mission and ministries.

### Key Responsibilities:

#### 1. Leading and managing the Operations Team

To provide leadership and overall direction to staff in the Operations Team and manage designated reports personally.

#### 2. Strategy including planning and implementation

To support the development and outworking of the church's vision as part of the leadership team through strategic planning. This will include supporting the implementation planning process, aligning the church's budgeting against agreed priorities, assessing capacity to deliver and leading operational aspects needed to support the strategy.

#### 3. Supporting the wider staff team in delivering project, events and organisational objectives

To co-ordinate operations support for major Church festivals (eg Christmas and Easter), courses and major social events and to ensure operations support is available to congregational led activities and projects.





#### **4. Finance**

To oversee the efficient and effective management of the Church's finances, including the preparation and management of the annual budget and the annual accounts, working closely with the Treasurer and the PCC Finance team and delegating day to day responsibility to the Financial Administrator.

#### **5. HR**

To provide the church's HR function, ensuring that the PCC acts as a good employer and fulfils its legal obligations in relation to employed staff. This includes, drawing on specialist support from the PCC HR Team, advising on the staffing structure, recruitment, contracts and records and overseeing the appraisal and salary review processes.

#### **6. Buildings (oversight, but not direct management)**

To develop for the strategy and vision of the Church's buildings, including the Church, Church Centre and other church properties, delegating day-to-day management responsibility to the Buildings Manager and drawing on specialist support from the PCC Buildings Team.

#### **7. Health and safety (but not safeguarding)**

To ensure that the Church's building operates in a safe manner and is compliant with appropriate buildings, health and safety and Church of England regulations. To ensure risk assessments are completed and signed off to comply with insurance requirements.

#### **8. Church of England administration and governance**

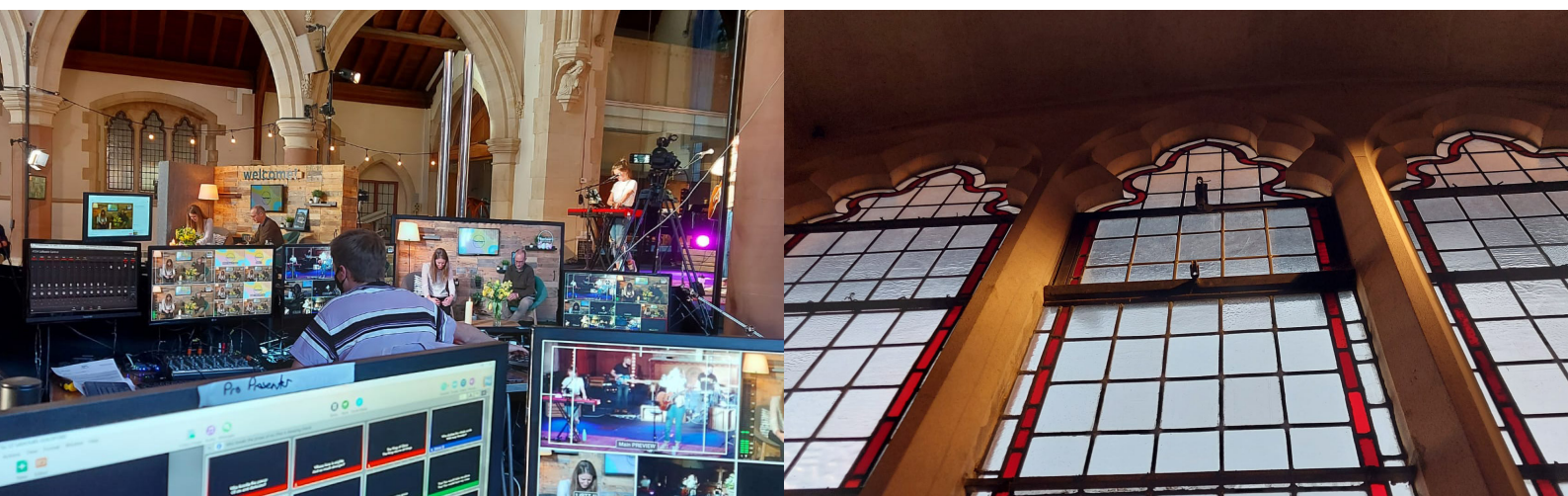
To support the PCC, in conjunction with the PCC Secretary, so they provide effective charitable governance. The Operations Director will help coordinate and prepare the business agenda and briefings for the trustees alongside the Rector and PCC Secretary. To fulfil the Church's reporting requirements to the Church of England.

#### **9. ICT and systems including data protection**

To hold overall responsibility for the church's information and technology systems, including PA and AV systems, ChurchSuite, ExpensePlus and Microsoft 365 and ensure that St. Saviour's activities are GDPR compliant.

#### **10. Communications**

To hold overall responsibility for the communications function, delegating day to day responsibility to the Senior Administrator (Rector's PA) and the Communications Officer, to ensure high quality print and online communications and a digital and social media presence which amplifies the church's life and ministry.





## Person Specification

### Personal Qualities, Gifts and Abilities

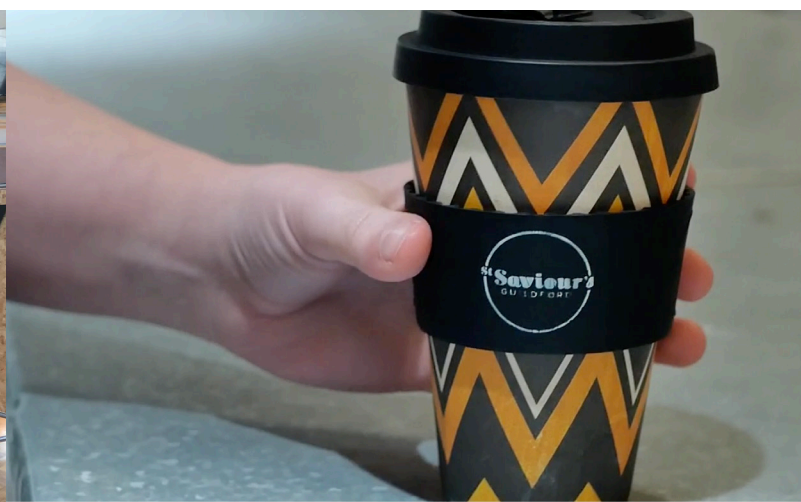
#### The jobholder should:

- Have a mature faith in Jesus Christ, rooted in study of the Scriptures and responsiveness to the Spirit, nourished by patterns of prayer and rest, study and personal discipleship.
- Embrace the key strategic role of the operations function in delivering the mission of an organisation.
- Lead the Operations team, and engage with the congregation, displaying the qualities of a servant leader.
- Empower staff and congregational members through a collaborative and encouraging style of leadership – delegating operational tasks wherever appropriate.
- Be a highly effective project manager, able to plan, marshal people and internal and external resources to deliver a wide range of projects – from busy Christmas services, to systems upgrades, staff restructuring and building projects.
- Have interpersonal skills of a high order, taking a leadership role as necessary in meetings and in managing external relationships. Be able to communicate effectively, orally and in writing, with clergy, staff, church members and volunteers, visitors, suppliers and the Diocese.
- Be able to maintain good boundaries and complete confidentiality (except where safeguarding issues are involved).
- Be adaptable, 'can do', able to say 'no' diplomatically and prepared to juggle competing priorities.

### Knowledge

#### The jobholder should have knowledge of:

- How to deliver an effective HR service in a small organisation including a working knowledge of good HR practice and employment legislation.
- Financial management – budgeting, accounting and year end accounts – relevant to a small charitable organisation. Experience of the ExpensePlus financial accounting system is desirable.
- ICT systems necessary to support the back office of a small organisation – including trouble shooting, systems upgrades and supporting staff members to use technology effectively.
- Experience of the ChurchSuite management system and Microsoft 365 is desirable.
- The wider regulatory regime as it affects small organisations – particularly health and safety, charity compliance and data protection.
- Effective charity governance including, ideally, the governance structures of the Church of England.





## Experience

The jobholder should have experience of:

- Successful strategic and operational leadership at a senior level - ideally in a church or charity – including the development of strategy and the managing its implementation.
- Managing multiple direct reports with differing degrees of self sufficiency and experience
- Working successfully with volunteers to deliver projects and events.

## Main Terms and Conditions

<b>Hours:</b>	The post is full time, 35 hours per week. The working week is from Sunday to Thursday. The postholder will also need to attend some evening meetings.
<b>Role level:</b>	Director level within St. Saviour's grading structure.
<b>Salary range:</b>	The salary for this role will be in the range £37,000 - £40,000 based on skills and experience.
<b>Holidays:</b>	25 working days per annum plus public holidays.
<b>DBS:</b>	The appointment is subject to the candidate obtaining an Enhanced Disclosure from the Disclosure and Barring Service.
<b>Pension:</b>	St. Saviour's will make a pension contribution of 10% of annual salary to the Church Workers' Pension Fund or the pension provider of the employee's choice.
<b>Occupational Requirement:</b> The post has an occupational requirement for the post holder to be a practising Christian and St. Saviour's expects you to become a worshipping member of the church community.	

Please note that you will need to be eligible to work in the UK to apply for this position. You must provide proof of Right to Work in the UK. Any appointment is subject to satisfactory references.

