



Job Description

Job Title: Director of Operations
Reporting to: The Associate Rector
Direct Reports: Events and Bookings Manager, Facilities Manager, PA to the Rector and the Director of Operations and Financial Controller

Purpose:

- *To provide strategic leadership and management to the Operations team to support the mission, ministry and worship life of St Saviour's through its people, buildings, ICT, communications and finance*
- *To empower and enable the Rector, Associate Rector & Leadership Team in their leadership roles by co-ordinating the provision of outstanding operational support and supporting them in their management of staff and resources*
- *As part of the Leadership Team, to help St Saviour's fulfil its vision by maintaining strategic oversight of all aspect of the Church's operations and developing effective and efficient systems and processes for operational management and administration.*

Tasks and Responsibilities:

1. Vision

To support the outworking of the church's vision:

- As part of the Leadership team, by developing strategies and implementation plans to deliver that vision and supporting the activities in the Church's year
- By leading the church's budgeting and financial planning processes, monitoring budgets and working closely with ministry leaders to support their delivery of their ministry plans
- With the Rector and Associate Rector, ensure good communication between the Leadership team, ministry leaders and other staff and key volunteers so that relevant information is cascaded and decisions and priorities are clear.

2. Buildings

To hold overall responsibility for the strategy and vision for the Church's buildings, including the Church, Church Centre and other church properties, delegating day-to-day management responsibility to the Facilities Manager. In conjunction with the Facilities Manager to ensure that:

- Agreed levels of service are established and maintained – for facilities, hospitality, security etc. – for the different users of the Church and Centre
- The use of the Church's buildings is maintained in line with Church's vision, working with the Leadership team and Buildings Management Group
- The allocation of office and other space within the Church Centre is well managed
- The insurance arrangements for the Church's buildings, equipment and associated liabilities are appropriately maintained
- Up-to-date risk assessments for the Church and Centre are maintained



3. Finances

To be accountable to the Treasurer and PCC for the efficient and effective management of the Church's finances, by:

- Managing the Church's annual budget round in consultation with ministry areas and budget holders, working with the Treasurer and Financial Controller, to prepare the budget
- Monitoring regular budget reports and supporting budget holders in managing their budgets well
- Managing, with the Leadership and Finance Teams, the communication, preparation and follow up for annual gift days
- Managing the building maintenance budget for the Church's buildings, contents and equipment effectively and in line with agreed priorities, including service contracts as necessary
- Managing the staffing budget and the central operational budget

Oversee the work of the Financial Administrator who is responsible for:

- Administering St Saviour's expense/invoice submission, authorisation and payment cycle on the 'ExpensePlus' system
- Performing weekly reconciliation of bank transactions and coding of income to the correct budget codes and donor records, ensuring accurate and up-to-date financial records are recorded and maintained
- Monitoring the use of the budget
- Ensuring that the cash collected at all church activities is regularly counted and banked
- Supporting the preparation of the end of year accounts by ensuring the book keeping package is up to date and appropriate information is provided to the Finance Team and the church's independent examiners/auditors.

4. 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 and in particular to

- Under the Rector's leadership, advise on the staffing structure which will best support the Church's mission and ministry and to manage the recruitment process where new appointments are made
- Support the Leadership team in their role as managers, advising and coaching as necessary
- Liaise with the HR Team in matters of employment policy and individual employment issues
- Oversee the annual appraisal and the annual salary review processes
- Manage all aspects of HR administration including recruitment, staff records, contracts of employment, terms and conditions and training data and ensure systems are GDPR compliant
- Oversee the recruitment and administration of volunteers who work within the church centre workplace, in accordance with the PCC's policy



5. Information and Technical Systems

To hold overall responsibility for the Church's information and technology systems strategy delegating day to day responsibility to the Facilities Manager and to:

- Oversee the Facilities Manager in his management of the IT network and systems, advising on upgrades and changes with budgetary implications as necessary and the establishment and monitoring of system standards and protocols
- Develop technical systems in collaboration with the Communications Officer to support church communication
- Act as the Church's data protection lead
- Provide front line support to other staff in the absence of the Facilities Manager

6. Internal and external communications

To hold overall responsibility for the communications function, delegating day to day responsibility to the Rector's PA and the Communications Officer, to ensure high quality print and on line communications and effective use of the website and social media to communicate with internal and external audiences

7. The Church's Year

To oversee the planning and mobilisation of resources to support the Church's annual calendar, including the main Christian festivals and in particular:

- Ensure effective and timely planning and delivery of major events in the Church's calendar
- Work closely with the Rector's PA around the organisation of Christmas and Easter and the APCM
- Work closely with the Events and Bookings Manager around major festivals and major social events in the life of the Church

8. Line Management

To act as line manager for other members of the Operations teams, ensuring that they are:

- deployed in line with agreed priorities
- clear on their roles and responsibilities and supported to perform well
- encouraged, developed and cared for pastorally

9. Other responsibilities

To project manage developments and projects to improve the facilities and other aspects of church life as agreed with the Leadership Team:

- Produce and maintain Church policies, particularly to ensure that legal requirements are fully met including: (Health and Safety, Use of Data/Privacy Policy) and ensure all staff are aware of the policies and their responsibilities
- Support the Rector and Treasurer in ensuring the statutory and governance requirements of the Church of England and the Charity Commission are met in relation to the governance of the church and to liaise with the Diocese of Guildford, as necessary
- Administer the governance and function of the PCC and its sub groups

Meetings

- To attend Leadership, staff team & PCC meetings
- To attend the PCC Finance Team meetings
- To attend the PCC HR Team meetings
- To attend the PCC Buildings Management Team meetings



ST SAVIOUR'S CHURCH, GUILDFORD

PERSON SPECIFICATION – DIRECTOR OF OPERATIONS

GIFTS AND ABILITIES

The jobholder should:

- Possess a strategic understanding of the integral role of effective operational support to delivering the mission of an organisation and a passion to deliver beyond expectations
- Be a servant leader, able to lead and manage a team of professional staff in a range of operational disciplines – ICT, buildings, finance, events management, communications – so that together, the team delivers high quality operational support
- Enable staff and congregational members through a collaborative and empowering style of leadership – and be discerning about when to take on operational tasks themselves to ensure priorities are met
- Be a highly effective project manager, able to plan, marshal people and internal and external resources to deliver a wide range of projects – from Christmas services to a new computer system
- Have interpersonal skills of a high order, taking a leadership role as necessary in meetings and in managing external relationships, and 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' 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 contracts of employment and employment legislation
- Financial management – budgeting, accounting and year end accounts –relevant to a small charitable organisation
- The 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
- The wider regulatory regime as it affects small organisations – particularly health and safety and data protection
- Ideally of the working and governance structures of the Church of England



EXPERIENCE

The jobholder should have experience of:

- Delivering a broad range of operational services - buildings, communications, ICT, finance, events management and HR – ideally gained in a church or not for profit environment

MAIN TERMS AND CONDITIONS

Hours	The post is full time, 35hrs per week. The working week is from Sunday to Thursday. The postholder will also need to attend some evening meetings.
Role level	Director level within St Saviour's grading structure.
Salary range	The salary for this role will be in the range £35,000 - £38,000 based on skills and experience.
Holidays	25 working days per annum.
DBS	The appointment is subject to the candidate obtaining an Enhanced Disclosure from the Disclosure and Barring Service.
Pension	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.
Occupational Requirement	The post has an occupational requirement for the post holder to be a Christian and to become a worshipping member of St Saviour's church community.