JOB DESCRIPTION: OPERATIONS DIRECTOR

Role Title:	Operations Director
Role Overview:	The Operations Director will help develop and deliver St Saviour's mission and ministry, by leading the operations function at both a strategic and management level. They will serve as part of the church's leadership team, helping manage and coordinate its activity to best fulfil its missional aims. They will manage (and work as part of) a 5-person Operations Team to help support the operational needs of the church. Alongside the PCC, Treasurer and Churchwardens, they will be responsible for the oversight of finance, premises, governance, staffing and administration.
Purpose:	The Operations Director will work to ensure that St Saviour's functions as a healthy and effective organisation through appropriate oversight of staff, finance, premises, and governance. Compared with recent years, St. Saviour's now operates with a smaller employed staff team. Therefore, it is the expectation that the Operations Director will need to both develop new, and work alongside existing volunteer resource and external partnerships to deliver the operational requirements of the church.
Location:	St Saviour's Church Centre, Woodbridge Road, Guildford, GU1 4QD. The role will be primarily office-based, with a focus on being present to manage and support others. There is a potential for up to 25% home-working as operational needs allow.
Responsible to:	The Rector
Wider brief and fit with the organisation:	St Saviour's employs a staff team of circa 16 people. These are mainly part-time appointments. The Operations Director will form part of the 5 person Operations Team (Ops Dir, Senior Administrator & Head of Communications, Administrator, Caretaker, Part-time Caretaker). The remaining 11 posts consist of 4 clergy posts (1 Associate Minister on maternity from March) and 7 pastoral ministry/admin roles.

Main responsibilities & Duties:	
Staff Oversight & HR	• Support the Rector in the management and coordination of the staff team, promoting healthy relationships, clarity of vision and purpose, advance planning, and cohesive operation. • Line-manage the Operations team and support other managers in the fulfilment of their management responsibilities. • Function as the main point of contact for HR related issues, drawing upon the support of the PCC HR champion. • Oversee the annual performance appraisal and development programme.
Finance	• Alongside the Administrator, be the day-to-day point of contact for finance queries from staff, making decisions on extraordinary expenditure in line with scheme of delegation. • Manage and monitor expenditure in line with the annual church budget (noting that ministry budgets are delegated to other staff members) • Support the Treasurers and Church Finance Team in the oversight of church finance. The Operations Director will serve as part of the PCC Finance Sub-committee. • Alongside the Treasurers, support the annual budgeting, biannual Gift Day, and year end processes. • Enable the staff to adequately meet their financial responsibilities, providing training and guidance as needed. • Act as a signatory on church bank mandates.
Governance	• Plan and administer the annual governance cycle for the PCC. • Function as a policy advisor and secretary to the PCC. • Oversee the organisations management of 'risk', data and H&S (but not safeguarding).
Premises	• Support the PCC in their oversight of church premises. • Be responsible for ensuring the annual process of maintenance and health & safety checks is completed, although it is anticipated that this will be primarily fulfilled through a combination of volunteer and contracted involvement. • The Operations Director will serve as part of the PCC Buildings Sub-committee. • Be responsible for the oversight of church IT, ensuring adequate provision for basic IT support and troubleshooting.
General Operations & Administration	• Be responsible for ensuring that church administration runs smoothly and effectively, although it is anticipated that much of this responsibility will be delegated to the Senior Administrator & Head of Communications and other members of the staff team.

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Other Duties

General	• Attend management meetings, staff prayers and weekly team meetings and other evening governance meetings. • Contribute to the wider planning discussion about church ministry, events and activity. • Participate and contribute to regular line management meetings • As part of the church staff team, support major church events and festivals. • Undertake any other duties that may be reasonably required by your line manager.
	• It is anticipated that from time to time, the Ops Director will need to support and serve at events for under 18s, and to help facilitate the involvement of vulnerable adults in the life of the church. Therefore, this post will require an enhanced DBS check.
Opportunities to Develop / Training:	• Induction training will be provided to help the Operations Director understand the operational requirements of St Saviour's and any Church of England nuances. • Training will be provided to support the effective use of the church's software systems. • Additionally, the Operations Director will be provided with training on how to welcome, communicate with and support distressed or vulnerable visitors to the church centre. • The Operations Director will be encouraged to join the UK Church Administrators network for peer-to-peer support, online resourcing, and other training opportunities.
Terms and Conditions	• Hours: 28 hrs per week. It is anticipated that these hours will be fulfilled via 4 x full days (Mon, Tues, Weds and Thurs) and through a flexible pattern of working every 4th Sunday instead of the Thursday. Some regular evening and additional weekend work will be required. • Salary: Based on a full-time equivalent salary range of £40,000 - £45,000 pro-rata. This will equate to £32,000 to £36,000 (per annum). • Pension: St Saviour's will contribute an additional 10% of your salary into a work-based pension scheme. • Annual Leave allowance: Based on a full-time equivalent of 5 weeks plus UK bank holidays, pro-rata. • Appointment: Appointment to this post is subject to satisfactory reference, proof of right-to-work in the UK and an enhanced DBS check (due to the nature of working with under 18s and vulnerable adults).

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Person Specification			
	Essential:	**Desirable:**	**Evidenced by:**
Qualifications:	Good academic record and evidence of applied learning	Qualifications in Management	Application form
Knowledge & Experience:	Proven experience working in an organisational management capacity Good working knowledge of HR practice and financial management Experienced Project Manager	Understanding of the church and charitable sector Familiarity with charitable governance requirements Volunteer Management	Interview, application form
Technical Proficiency:	Proficient user of Microsoft Office suite, internet and email systems	Familiar with the software solutions used by St Saviour's, including ChurchSuite, ExpensePlus and Microsoft 365	Interview, application form
Communication Skills:	Strong written, verbal and presentational communication skills Good and active listener Empathetic and adept at facilitating pastorally sensitive conversations and dealing with the general public	Used to presenting to a senior board level	Interview, Presentation and application form
Personal Attributes / Character:	Passionate about the purpose and aims of St Saviour's Church Self-aware, with mature and emotionally intelligent management skills Strong accountability, results driven and an advocate for healthy team Ability to galvanise involvement, delegate responsibility and	Thrives within a flexible working pattern	Interview, application form

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	motivate others Creative problem solver Reliable & Punctual Proven ability to deliver to deadlines and service competing demands A collaborative team player A good eye for detail		

Occupational Requirement	There is an Occupational Requirement for the postholder to be a practicing Christian who supports and models the church's beliefs, vision, purposes and teaching. Our vision can be found at: https://st-saviours.org.uk/about-us/our-vision/ The post is subject to an Enhanced DBS disclosure.

Appendix 1: Potential working pattern

Example timings are approximate and subject to negotiation.

	Mon	**Tues**	**Wed**	**Thurs**	**Fri**	**Sat**	**Sun**
	7hrs	7hrs	7hrs	7hrs			7hrs (Mthly)
AM	9am –5pm Staff prayers (0.5hrs) Leadership meeting with clergy (1.5hrs) Ops Team 1:1 (1hr)	9am –5pm Leadership Forum meeting (1hr fortnightly) Staff Meeting (1-1.5hrs) Ops Meeting (1hr)	9am –5pm Finance 1:1 (1hr)	9am –5pm	Days off *(very occasional duties may be required)*		8am - 12pm 5 -8pm (When not working, regular attendance across services is good to maintain a working knowledge and insight into operation of church services)
PM	Occasional Evening meetings (1-2x per month)						

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