

Job Overview:

Head of Operations

Purpose of the role:

The Head of Operations will ensure that St Paul's long-term and day-to-day activities are in line with the vision. This role provides the organisational culture, structures and supports to enable the church to grow and develop. The head of operations will work with the Vicar to achieve the vision and objectives of St Paul's by overseeing all operational, strategic and logistical tasks.

Title:	Head of Operations
Contract:	Permanent FT
Reports to:	Vicar
Responsible for:	Office Administrator, Finance Manager/Bookkeeper, Cook, Cleaner and Handyman
Relates to:	Senior Leadership Team, Ministry Leaders, Wider Staff Team, PCC, Church Wardens
Basis of employment	34 hours per week
Remuneration	£22k - £26.5k
DBS check required (Yes/No)	Yes
Special conditions of employment	There is a genuine occupational requirement for the post holder to be a Christian.

Objectives & Responsibilities:

1. Strategic Management of St Paul's
2. Management of the Wider Staff Team of St Paul's
3. Oversight of Facilities, Maintenance, IT & Infrastructure
4. Management of St Paul's Finances
5. Oversight of the Administration & General Operations Functions
6. Supporting the Vicar and Wardens with Governance
7. Wider Church Life at St Paul's

1. Strategic Management of St Paul's:

- 1.1.** To play a key role in developing and implementing the vision of St Paul's, working closely with the Vicar, focusing on the practical and logistical implementation.
- 1.2.** To create and be responsible for the development and execution of St Paul's strategic plan.
- 1.3.** To turn the strategic plan and vision into executable action plans for teams across St Paul's in discussion with ministry managers & team leaders.
- 1.4.** To oversee the provision of resources necessary for different areas of ministry.
- 1.5.** To collect data regarding the progress of St Paul's vision and objectives, reporting regularly to the relevant parties.
- 1.6.** Project management and practical oversight of any church plants and/or grafts.
- 1.7.** Member of Senior Leadership team

2. Management of the Wider Staff Team of St Paul's

- 2.1.** To embed good line management practices and performance management processes for all the team, supporting line managers in their execution.
- 2.2.** To provide day-to-day leadership for all staff.
- 2.3.** To develop a culture of continuous learning and development across the team, contributing to and enabling staff training.
- 2.4.** To ensure the staff team roles meet the requirements for St Paul's.
- 2.5.** To be responsible for recruitment processes in line with employment law, good practice and safeguarding.
- 2.6.** To be responsible for Human Resources (supported by diocesan HR advisor), including employee life cycle, internal culture, policies, and any issues as they arise.
- 2.7.** To oversee the HR system for holidays and sickness.

3. Oversight of Facilities, Maintenance, IT & Infrastructure

- 3.1.** To line manage the Cook, Cleaner and Handyman and ensure the team maintain the church building and site.
- 3.2.** To be responsible for managing the effective use of the building to serve St Paul's, ensuring we provide a safe and healthy environment.
- 3.3.** To market the premises for external hire to bring in additional income.
- 3.4.** To be responsible for insurance, health and safety, food hygiene, fire assessments, risk management, infrastructures, GDPR, and accessibility issues.

- 3.5. To oversee and implement the church's IT systems and infrastructure, ensuring that equipment, systems and security protocols are fit for purpose.
 - 3.6. To be responsible for managing the quinquennial inspection and recommended building maintenance.
- 4. Management of St Paul's Finances**
- 4.1. To plan the annual budget to serve St Paul's vision, alongside the Vicar and the Treasurer in consultation with the Church Wardens.
 - 4.2. To ensure monthly and annual accounts and budgets are prepared and reported to the Wardens, Treasurer and the PCC.
 - 4.3. To have oversight of the church budgets with staff, as appropriate.
 - 4.4. To line manage the Finance Team and liaise with external accountants.
 - 4.5. To oversee the monthly payroll for St Paul's.
 - 4.6. To be lead name for all bank accounts; checking and authorising all payments, and liaise with the bank as appropriate.
 - 4.7. To ensure compliance with financial procedures and finance systems.
 - 4.8. To oversee any applications for grants and funding.
- 5. Oversight of the Administration & General Operations Functions**
- 5.1. To plan, design, develop, and implement operational procedures, processes and systems for the church.
 - 5.2. To manage all centralised contracts and purchases (including photocopiers and printers, phones, church management software etc) to serve the church cost-effectively.
 - 5.3. To line manage the Office Administrator, Cleaner, Hospitality Lead, Handyman, Finance Administrator and office volunteers, ensuring that all admin systems are operating effectively and cost efficiently.
 - 5.4. To be responsible for the St Paul's Yearly Planner for the purposes of strategic awareness, forward planning and operational deadlines.
 - 5.5. To oversee key events in the church calendar, such as Easter and Christmas, for operational planning and deadlines.
 - 5.6. To manage any large church-wide events and conferences, and to support other staff teams in running their events in relation to risk management, health and safety, insurance and cost.
- 6. Supporting the Vicar and Wardens with Governance**
- 6.1. To ensure the actions of St Paul's comply with safeguarding, charity and employment law.
 - 6.2. To attend SLT with Wardens and Clergy as required, and to attend the PCC to report and advise them as necessary.
 - 6.3. To report to the Wardens information and issues as deemed appropriate, and to be available to the Wardens for any questions.

- 6.4. To fulfil the Church's reporting requirements to the Charity Commission and denominational church bodies.

7. To be an active member of St Paul's and contribute to the wider church life:

- 7.1. To be an active member of the church community, including attending a Sunday gathering and a midweek community within the church each week.
- 7.2. To attend staff meetings on work days.
- 7.3. To attend and participate in Monday's Staff Team Meeting for prayer, worship and encouragement.
- 7.4. To attend and engage with monthly supervision with the Vicar.
- 7.5. To uphold the vision and values of St Paul's.
- 7.6. To act in the best interest of St Paul's. St Paul's supports and promotes the aims, doctrines and disciplines of the Church of England.

Person Specification

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below. All aspects of the person specification will be assessed via the application form, interview and selection process, and within the pre-employment check (e.g. references).

Essential:

Experience

- Experience of an Operations role in a similar size organisation.
- Successful strategic or business management including long-term planning, organisation and office management.
- Managing strategy implementation.
- Line management of staff and volunteers.
- Building or facilities management.
- A track record of successful project management and implementing change.
- Experience of developing systems, policies and procedures, and ensuring compliance with various laws.
- A broad experience of business and church functions.
- Leading others from a senior position.

Knowledge and skills

- Financial management including financial controls, budgets, and accounts relevant to a charitable organisation or church.
- Use of a management system and IT skills.
- Effective charity governance.

- Managing a wide and varied workload, prioritising and delegating accordingly.
- Excellent interpersonal skills to build effective working relationships.
- Able to anticipate future trends for the purpose of strategic organisational planning.
- Excellent time management, organisational and planning ability with an eye for detail.
- Confident and strategic thinker who can quickly analyse issues.
- Able to translate vision into strategy, plans and tasks.

Personal Attributes

- A team builder with energy and enthusiasm.
- An aptitude for leading people effectively.
- Hardworking, self-motivated with initiative to make things happen.
- A problem solver.
- Able to respond calmly to challenges and problems.
- Able to think outside of the box.
- A person of integrity, who is tactful and diplomatic.
- Strong emotional intelligence with a sensitivity to team dynamics.

Desirable:

- Educated to degree level or higher.
- Experience in human resources.
- Understanding of the structures and processes of the Church of England.
- Working successfully with volunteers to deliver projects and events.

Other

- This role is subject to a Genuine Occupational Requirement under the provisions made in the Equality Act 2010 that the post holder has an active faith in Jesus. The successful candidate must be in agreement with the vision and values of St Paul's, the Diocese of Bath & Wells., Due to the nature of the role including oversight of Safeguarding and line-management of staff in activity with children & vulnerable adults, a DBS check will be required and compliance with St Paul's safeguarding policies and procedures is mandatory.

Hours: 34 Hours Sunday to Thursday. Normal working hours are Sunday 9am - 1pm and 9 – 5pm Monday to Thursday with a min. 30 minute unpaid lunch break.

Location: St Paul's Church. Due to the nature of the role, working hours are generally on site, but occasional remote working will be considered where it provides benefit to the employee.

Probation Period: 6 months.

Pension: Nest Stakeholder Pension with statutory employer and employee contributions.

Annual Leave: 34 days, bank holidays are worked.

Notice Period: 3 months.

Safeguarding: A DBS Check will be required, as noted above. St Paul's is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment.