

Operations Manager

Introduction

This is a fantastic opportunity for a mature Christian to play a key role in God's mission at St James, Muswell Hill through the management and delivery of operational, logistical and administrative support to our wide and varied ministries.

Purpose of Job

To manage the effective stewardship of our physical resources and assets through the smooth running of all operational support for all regular church services, events, and general use of our buildings. You will also take the lead in ensuring that we are compliant with relevant legislation so that our working practices, ministries, facilities are fit for use in a welcoming and safe environment. We expect you to seek out and apply best practice from church administrator networks and other organisations and keep up to date with developments in this field.

Job Title	Operations Manager at St James Muswell Hill
Context	Full time 40 hours mainly Monday to Friday. You may, however, be required for significant church services e.g. Christmas Day and occasional evenings with time off in lieu
Salary	£30,000 to £35,000 depending on relevant experience
Reporting to	The role will report to the Associate Vicar
Direct reports	Church Information Secretary, PA to Vicar, Ministry Intern for operations, Vergers, Cleaners

Our Team

You would be joining a committed staff team in an enthusiastic and Christ-honouring culture. We work hard, care for each other, have fun, and try to be straightforwardly loving and honest. You'll have been recruited because of your gifts and character, so you won't be micromanaged, although you'll be clear on what's expected of you. You'll be encouraged to rest well and take all your time off. As a team we rely on each other to do our various ministries, and we have high standards. We dream up new ideas all the time, and if you're coming on board, we can't wait to hear yours.

The staff team at St James exists to equip our members to fulfil the church's Values and Vision, of bringing God glory by Planting in Partnership.

And you'd be living in a vibrant and fun part of north London, with high values for creativity, and easy access to the centre.

Main Responsibilities

The Operations Manager's main responsibilities will include:

Oversight of Administration of Church Ministry

- In conjunction with the Clergy and church staff, plan and implement annual, termly and weekly events and overall management of the church diary.
- Act as first primary contact for the smooth running of Sunday services i.e. overseeing Sunday ministry rotas and resource needs for baptisms, communion services etc. and general Sunday related operations.
- Coordinate production of the Annual Report in preparation for the Annual Parochial Church meeting, working closely with the Financial Controller.
- Help oversee the smooth running of our volunteer-led Church bookshop and reception.
- To refresh and maintain the staff handbook.
- Lead and manage the small operations team.

Event Management

- Facilitate and help plan church events, including larger whole-church events such as the bi-annual church weekend away.
- Oversee and liaise with members of church, volunteers, outside organisations and other relevant parties for the use of church buildings, offices and Birchwood Centre.
- Liaise with all parties for the arrangements of weddings, baptisms and funerals and overseeing each event through to the settling of invoices.
- Manage volunteers, vergers and staff involved with church events.

Buildings and Facilities

- Ensure the use of all facilities are in line with the church mission and values and oversee the day-to-day running of church, offices, and Birchwood Centre.
- Oversee and manage the hiring of church, rooms, Birchwood Centre and keep the Log Book for all buildings up to date.
- Liaise with the Buildings Committee and either support or take on any agreed actions e.g., arranging repairs and maintenance all church owned property.
- Serve as the named Health and Safety Officer – making sure all staff, volunteers and visitors are provided with a safe environment that meet all statutory requirements in accordance with the church's Health and Safety Policy.
- Maintain an operations manual containing guidelines for making best use of the buildings, facilities and resources, and building a team of church workers and volunteers who are familiar with these.

Governance, Compliance and Reporting

- Ensure all necessary risk assessments, procedures and policies and are fully compliant and enforced including:
 - i. Health and Safety
 - ii. Fire safety
 - iii. Food Hygiene
 - iv. Water safety
 - v. GDPR (will also be the named Data Officer responsible for GDPR)

(Safeguarding and DBS checks are the responsibility of the Church Information Secretary)

- Maintain complete and consistent file of all church policies and regulatory requirements (both hard and soft copies).
- Act as an approver for online banking payments.

Support Systems

- Manage and develop administrative systems within the church office and steward the church's resources efficiently, considering the environmental impact.
- Run the office – ordering licences, registers, stationary, hospitality and kitchen supplies.
- Manage the Operations budget.
- Manage and annually review contracts, e.g. cleaning, IT and telecoms.
- Manage software and hardware provision – e.g. providing laptops and phones for new members of staff etc.
- Assist the clergy and Heads of Ministry with other tasks and projects as required.

All staff members are expected to participate in staff prayer and weekly staff devotionals as a means of deepening faith in God and fellowship with one another.

St James is an evangelical church in the Church of England. The Church of England Evangelical Council's Basis of Faith and Additional Declarations best describes the doctrinal position of the church leadership. <http://www.ceec.info/basis-of-faith.html>

The post-holder will be required to agree with the church's mission, vision, values, and doctrinal beliefs.

Key Relationships

Internal Clergy, staff team, church family, volunteers, buildings committee

External Members of the public, community groups, contractors, suppliers, local businesses, Diocese of London

Safeguarding

St James is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders are expected to share this commitment.

Our safeguarding policy is available on our website <https://st-james.org.uk/about-us/safeguarding>

You will need to attend all relevant safeguarding training and work according to our safeguarding policy. This post is subject to a Basic DBS check.

Person Specification

Essential Criteria

- A mature Christian with a passion for God and the work of the local church.
- Demonstrate a clear understanding and experience of management and administration in practice and as a spiritual gift forming a key part in the life of St James' ministry.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills and the ability to relate with warmth and compassion to people of all ages and backgrounds with staff, volunteers and church family.
- Highly organised with good time management. Ability to juggle and prioritise tasks; who can make progress on larger projects and regular tasks against a backdrop of interruptions and pressing issues.
- Imaginative and creative approach to problem solving, while having an eye for care and detail across all tasks and projects. A 'completer finisher'.
- Ability to coach, develop and motivate staff and volunteers.
- High competence with Microsoft Word, Excel, Outlook, and PowerPoint.
- Comfortable with learning new technologies, software and hardware.

Desirable Criteria

- Experience of office management or administration in churches.
- Proficiency with church database software e.g. Church Suite.
- Experience of dealing with contractors and suppliers.
- Experience of developing and managing policies.
- Experience of building management.
- Knowledge of GDPR.
- Awareness of issues relating to the good stewardship of natural resources and care for the natural environment.
- Willingness to become a committed member of St James church family.

There is a Genuine Occupational Requirement (GOR) that the post-holder is a practising Christian. Schedule 9 of the Equality Act 2010 applies.

We envisage that someone with the right willingness and sensitivities will be able to grow into the role. Applicants who feel that they do not meet all the desirable criteria are still encouraged to apply.

Summary of Benefits

Salary

£30,000 to £35,000 depending on relevant experience.

Pension

St James will make contributions to your pension, currently 3% of your salary.

Annual Leave Entitlement

5 weeks (25 days) plus bank holidays and the period between Christmas and New Year when the church office is closed. Any request to work on a bank holiday will result in time off in lieu.

Training, Development and Support

The role will be demanding from time to time, but equally rewarding. The job holder will receive ongoing support both from within the church staff team, and externally from others undertaking similar work in other organisations.

The job holder will be expected to undergo safeguarding training, and in discussion with the line manager, be proactive in finding appropriate training courses.

Applications and Interview process

Non-UK Citizens applicants must already possess a right to work in the UK. We cannot sponsor visas.

We encourage all potential applicants to get in touch with the line manager, Mark Murthen, to arrange an informal chat (mark.murthen@st-james.org.uk).

We also invite you to visit our Sunday Services either in person or online – see our website for details (st-james.org.uk).

To apply for this role please email gabrielle.moris@st-james.org.uk to request an application form.

Closing date: Application forms need to be returned by 14th April 2022.

Please note that applications without the form will not be considered for this role.

Interviews in week beginning 25th April 2022, with the possibility of a second interview stage at a mutually agreeable date.

We normally refund reasonable travel costs from within the UK. Further information will be given if invited to interview.