

# TFW Church

## Operations Manager Job Description

### Purpose of Role

The Operations Manager will help develop and oversee the day to day organisational and logistical aspects of TFW Church. This will include:

- Overseeing the church office, managing the office volunteers, and ensuring the regular tasks and responsibilities are carried out
- Working with the Lead Pastor and Assistant Pastor by aiding in the administrative aspects of the day to day running of the church
- Acting as point person for the organization of specific events, as identified by the leadership team.

### A) The successful applicant possesses the following attributes:

- A clear call to serve God at TFW Church in this important role. This will be reflected in the energy and enthusiasm they bring to the role.
- Excellent administrative and organizational skills and experience
- Excellent people skills, including telephone, email and face to face etiquette, patience, kindness, and wisdom in handling challenging situations whilst maintaining and building relationships
- A team player and supporter, with the ability to work independently when necessary and to show initiative – a proactive “leave it with me I’ll sort it” attitude
- Having a personal Christian faith and subscribing to TFW Church’s Statement of Faith is a genuine requirement of this role.

### B) The successful applicant will:

- Work for TFW Church
- Report on a day-to-day basis to the Lead Pastor, whilst also working closely with the Elders and Trustees
- Work 20 hours per week. The working schedule will be developed in conjunction with the Lead Pastor. There will be opportunities for remote working, but some on-site availability will be necessary from Tuesday through to Friday (inclusive) each week.

## C) Roles and responsibilities:

- **Office management**
  - Oversight of the volunteers who work in the office including allocation of tasks
  - Manage, train and develop volunteer staff in admin policy, procedure and process
  - Maintain and improve admin policy and process
  - Work with Trustees to maintain and improve policies, procedures and processes
  - Oversight of the church master diary
  - Petty cash management.
- **Pastor support**
  - Helping to put logistical plans in place with regards to various ministries within TFW
  - Helping to recruit volunteers into teams and roles
  - Helping the Lead and Assistant Pastor stay on top of the daily/weekly/monthly church program by anticipating needs and finding solutions.
- **Communication, event and data management**
  - Email management
  - Facilitate church events and community activities
  - Manage Church Suite directory
  - Act as data protection lead
  - Maintain DBS, helper self-certification and CCLI copyright register and renewals
  - Other tasks as allocated by Lead Pastor.
- **Manage building hire, procurement and contracts**
  - Building hire queries, contracts and relationships including invoicing and key access
  - Stationery, cleaning and catering, and primary contact for deliveries
  - Manage routine, day-to-day building maintenance and cleaning contracts
  - Ensure standards are maintained and value for money secured
  - Maintain first aider list, 3-year qualification rota and first aid material replenishment.

## D) Capabilities:

- **People and relationship management**
  - Excellent interpersonal skills
  - Excellent organisational skills
  - Ability to manage well under pressure.
- **Process, IT and data management**
  - Microsoft Outlook, Word and Excel and SharePoint proficiency
  - Confidence in use of other software packages – for example Church Suite
  - Ability to improve and simplify office processes over time
  - Enlist the views and support of others in improving and running good processes.
- **Budgetary management**
  - Manage office budget.