



Operations Manager

(with a focus on events and projects)

ChristChurch Fulham
30 or 37.5 hours (4 or 5 days). Hybrid working.

ChristChurch Fulham

CCF is a dynamic and Spirit-filled Church of England church and community in South West London. Our values include being a house of prayer, worship, engaging with the community (including youth/Gen Z, families and children) and being passionate followers of Jesus. At CCF, you can belong then believe.

Job title: **Operations Manager**

Reports to: **Vicar**

Line manages: **Site Manager**
Administrator (Communications & Marketing)

Key contacts: Vicar
Church Treasurer for finances, budget, audit and APCM
Bookkeepers for finance and payroll
Diocese of London for audits, reports, returns and administration
Staff team (all) including pastoral team (Worship, Youth, Children)
Auditors
Church Wardens
CCF Leadership Team
Church Safeguarding Officer, Diocese Safeguarding Officer for policies
PCC including PCC secretary and PCC HR Lead
Congregation and volunteers
Church cleaner
Lawyers
Local churches, pastors, schools and businesses
Building and facilities hirers (currently a school and various hirers)
Utility, events support companies and service providers

JOB PURPOSE

The Operations Manager, together with direct reports (Site Manager and Administrator (Communications and Marketing)) is accountable to the Vicar and PCC for the oversight and delivery of great buildings and spaces, facilities, Human Resources, payroll, finance and contracts, diocesan administration, great events, DBS and safeguarding administration, policies including Health and Safety, asset maximization, projects, pastors and staff team administration.

This is a senior role in the church requiring strategic thinking, leadership and spiritual discernment in order to execute the strategic vision of the Vicar and Leadership Team.

The Operations Manager and their team exist to provide an environment that serves and enables the Christian ministry, mission, pastoral care, prayer and evangelism of ChristChurch Fulham.

As a committed Christian*, the Operations Manager leads prayer meetings, bible teaching and pastors their team, leading the way in servant leadership, modelling humility and discipleship in the way of Jesus Christ for the staff team and ChristChurch Fulham community.

JOB DESCRIPTION

The job description outlines the main duties and accountabilities for the Operations Manager to oversee via the Site Manager and Administrator (or staff team and volunteers) or to deliver themselves:

Spiritual Christian Leadership

- Lead Christian prayer meetings and Christian bible teaching at the staff team and own team meetings and elsewhere as required by the Vicar
- Pastor the Site Manager and Administrator (Communications and Marketing) ensuring their wellbeing, personal and spiritual development in a measured way in the work context and as required
- Lead the way in servant leadership, modelling humility and discipleship in the way of Jesus Christ for the staff team and ChristChurch Fulham community

Great buildings and spaces

- Oversee four buildings and estates: Church building, Church Hall, Clancarty Road and Vicarage, liaising with the Diocese of London and Church of England departments and its recommended organisations to ensure compliance to regulations
- Ensure the sanctuary is maintained as a place of worship for Sundays and other activities
- Accountable for maintaining adequate building insurance at best value for all buildings and estates
- Accountable for the overall access, keys and codes, security and safety of everyone in the church and church hall
- Ensure staff and pastoral offices and spaces are bright, well decorated and conducive to a happy working environment
- Ensure the church building and all works fall within Church of England and local authority planning permission requirements

- Ensure all buildings are maintained to the local authority building regulations and relevant legislation
- Oversee all maintenance and refurbishment of buildings and building works, maximising spaces and ensuring a high quality of work for the best value

Great events, activities and Sundays including marketing and communications

- Lead the charge to put on great events. Ensure your team and the wider staff team and volunteers are mobilised to ensure adequate coverage to make the event great
- Where possible, personally attend events, taking Time Off in Lieu as agreed with the Vicar
- Ensure church weekends away and annual church holiday is organised effectively including all event planning, catering, registration and payment maximising technology
- Oversee outreach events ensuring they are successful and safe
- With the Administrator, oversee the church diary and weekly activity programme
- Ensure the practical needs for Sunday services are met, design of flyers, handouts etc.
- Ensure Sunday worship slides, presentations, videos and sound is in place
- Ensure the implementation of the church's ministry activities including prayer and worship
- Oversee youth overnight events ensuring they are safe and appropriate
- Oversee mission trips, staff and volunteer arrangements and safety
- Oversee ChurchSuite and other rotas to ensure maximum attendance/publicity/planning
- Oversee marketing and communications and social media to maximise effects and reach of events and activities and Sundays including text messages and mailchimp (or equivalent)
- Oversee the establishment and training of hospitality teams for Sunday and ensure House Managers /Sunday welcome teams are in place mobilising the appropriate volunteer teams

Facilities

- Ensure electrical safety and that appropriate electrical safety testing takes place in line with regulations and best practice
- Ensure gas safety and that gas safety testing takes place in line with regulations and best practice
- Ensure Fire Alarms are operational and working
- Ensure COSHH risk assessments, safety and training takes place in line with regulations
- Ensure food safety and compliance with London Borough of Hammersmith and Fulham environmental health including food preparation requirements, certification and training
- Ensure water safety and testing in line with best practice and regulations

IT, telephony, website and social media

- Oversee the IT infrastructure and contract including security access for each account including setting up and deletion and GDPR requirements
- Oversee the church website and contract and branding
- Oversee the safety and security and access of all online accounts for You Tube, ChurchSuite, Instagram, Facebook and other social media accounts
- Oversee the telephone infrastructure and contracts

Human Resources and legal

- Create, amend and update contracts of employment, volunteer agreements, job descriptions and person specifications and job adverts for staff and volunteers under the direction of the Vicar, CCF Leadership Team, PCC and PCC HR Lead
- In conjunction with the PCC HR Lead, ensure the CCF Staff Handbook is kept up-to-date
- Recruit for new staff and volunteers in line with CCF policies, Diocese Policies, Safeguarding Policies, placing advertisements and arranging interviews for new staff and volunteers under the direction of the Vicar, Leadership Team and PCC
- Manage exit interviews, P45's and outstanding holiday pay/final payroll
- Working with the vicar, record sickness and pay sick pay in line with the Staff Handbook and employee contracts
- Keep secure HR records and personnel files for all staff and volunteers including contracts and formal employment documentation, keeping up-to-date
- Work with CCF line managers and the Vicar to operate grievance and disciplinary procedures, subject access requests, redundancies and keep timely records
- Ensure legally compliant HR policy and procedures are in place and kept up-to-date
- Assist the Vicar and line managers with staff and volunteer annual objective templates
- In conjunction with the PCC HR Lead, keep informed of new HR legislation changing policies and procedures as required
- In conjunction with the Vicar and line managers, record staff holidays centrally
- Ensure legal advice is obtained where required and records kept securely
- Oversee maternity, paternity and adoption leave requests, operation and payroll administration
- Ensure risk assessments are carried out for pregnant staff and volunteers
- With the Vicar and line managers, ensure the workplace is free from bullying, harassment, discrimination and promote diversity, equality and inclusion in line with Church of England and safeguarding requirements and the Equality Act 2010
- Consult with the PCC HR Lead and employment lawyers where required

Finance, budgeting & payroll

Finance

- Establish robust internal and external financial controls in line with recommendations from auditors and best practice and legislation, ensuring each member of staff has access only to what is required

- Operate cash flow on a weekly basis
- Manage the bookkeeper operationally as well as their contract and enable continuous improvement
- Liaise with and in conjunction with the Treasurer, manage the church auditors and ensure that they have all of the financial information to produce the required accounts
- Produce financial management reports and bank account reports for the Treasurer, PCC and vicar
- Oversee giving, tithing and standing orders
- Present monthly and annual accounts in conjunction with the treasurer
- Accountable for day-to-day banking and bank account access and security for the church and for paying interest and bank charges
- Manage the expenditure of church finances under the direction of the Vicar and PCC
- Accountable for processing income via standing order, gift aid, offerings and restricted giving
- Accountable for collating financial information for the bookkeeper
- Accountable for Gift Aid records, claims and income
- Managing petty cash securely
- Manage giving and tracking of the Church of England Common Fund
- Accountable for the safe and its contents and access

Budgeting

- Operate expenditure within the budget set and agreed by the Treasurer and PCC
- Oversee expenditure by area (e.g. worship, youth, ministry, etc.) to ensure expenditure within budget
- Flag inappropriate expenditure and potential overspend to the Vicar
- Ensure measures and controls are in place to prevent fraud

Payroll

- Liaise with the bookkeepers and ensure staff salaries are paid on time via the monthly payroll
- Oversee HMRC tax requirements
- Ensure Employer's National Insurance Contributions and Employer's Pension Contributions are paid correctly
- Ensure staff are auto-enrolled into the ChristChurch Fulham Occupational Pension

Commercial contracts

- Manage IT software and hardware, telephony, utilities and services (Gas, Electric, Water, Internet, printing and imaging) contracts for the best value
- Oversee insurance contract(s)
- Oversee an invoicing and accounts payable process fit for purpose for the timely payment of bills and accounts receivable service for the timely receipt of income avoiding invoices becoming overdue

- Oversee the cleaning contract for the church and the weekly cleaner
- Oversee worship software and licensing
- Oversee the Robin School contract and other hirers
- Oversee all other contracts

Diocese of London & Church of England administration, audit and reports

- Oversee the Diocese of London quinquennial audit and other audits as required
- Oversee Diocese of London reporting including Equality, Diversity and Inclusion reports
- Oversee Archdeacon and Bishop visits and audits with the Vicar and Church Wardens
- Ensure administration of weddings, baptisms and funerals is conducted and reporting of services and counts of attendees
- Prepare audits and reports for the PCC and vicar as required
- Oversee and conduct ad hoc risk assessments for events, ministries and initiatives and the annual risk assessment. Ensure proper administration of risk assessments and that the staff and pastoral team conduct them
- Oversee the Electoral Roll and reporting
- Ensure annual returns are submitted on time

Asset maximisation and revenue generation

- In line with ChristChurch Fulham's leadership and values as defined by the Vicar and PCC and with the Site Manager, maximise the assets and generate revenue from buildings, spaces and facilities to sustain the church and registered charity
- Oversee the Robin school contract and income ensuring all staff and volunteers have the buildings, facilities, offices, information, advice and guidance and equipment necessary to enable the contract to flourish
- Oversee other rental contracts and income ensuring all staff and volunteers have the buildings, facilities, offices and equipment necessary to enable the contracts to flourish

Safeguarding, DBS and training

Safeguarding and DBS

- Ensure all recruitment of staff and volunteers is carried out in line with the requirements of the Safeguarding Officer, ChristChurch Fulham's Safeguarding policy, Policy for Ex Offenders and that all required phrases are included in job ads, job descriptions and contracts of employment or engagement
- Ensure records of safeguarding concerns are kept safely and securely by the Safeguarding Officer
- Ensure DBS Enhanced level checks are in place for all staff and volunteers who work with children or vulnerable adults and without delay, flag to the vicar and/or safeguarding officer when this is not in place or when documentation is behind, not completed or when an adverse result is obtained
- Operate the DBS update service
- Keep secure records in line with GDPR and best practice guidelines

- Operate to the DBS Code of Conduct
- Oversee the operation of safeguarding according to other charters and initiatives agreed by the Safeguarding Officer and PCC and ensure up-to-date knowledge on what these are
- Administer and oversee the Thirty-Eight contract (or equivalent) for DBS checks ensuring best value and security

Training - safeguarding

- Work with the Safeguarding Officer to establish accountabilities for training and training record keeping
- Ensure that all staff and volunteers, PCC members and Church Wardens hold the required level of training required by the Church of England, keep records and track progress on the Church of England website.
- Flag training requirements and non-compliance of training to individuals and then to the Vicar and Safeguarding Officer without delay and report on progress to the Safeguarding officer and PCC regularly

Policies and statements

Oversee and where necessary, implement, communicate, train and keep updated the following policies in line with appropriate stakeholders:

- Safeguarding Policy
- Policy for Ex Offenders
- ChristChurch Fulham GDPR policy
- Health and Safety policy
- Risk assessment policy
- Fire and Emergency policies and procedures
- COSHH regulations
- Anti Bribery and Corruption statement
- Statement of Faith
- Copyright policy

Projects & initiatives

- Propose initiatives that will further the mission of ChristChurch Fulham
- Oversee building projects in line with building regulations and other projects
- Oversee the safety of community outreach projects
- Oversee the delivery of projects as required by the Vicar and PCC

Staff team and pastor's administration

- Ensure the Vicar has an effective PA service via the Administrator

- Ensure that the pastors and wider staff team has the right level of administrative support in place (via the Operations-led team or self-managed)

PCC, Church Leadership and registered charity

- Organise the Annual Parochial Church Meeting (APCM) with the Vicar and Church Wardens and Church Secretary, including agenda, invites, electoral roll administration, elections, minutes and hospitality
- Prepare, organise and send out the minutes from the PCC meetings
- Produce PCC reports e.g. Annual Risk Assessment
- Produce other PCC as required
- Ensure Registered Charity details are correct and up-to-date and that all administration is carried out for the Charity Commission
- Oversee the registration of PCC members as Trustees of the registered charity
- Ensure Church of England registration of PCC members, Church Wardens is carried out correctly

PERSON SPECIFICATION

The following are requirements (all are essential unless marked 'desirable') for the role of Operations Manager and will be assessed at application and/or interview:

Spiritual leadership *

- Be a practicing Christian*
- Be a follower of Jesus Christ and demonstrate a growing maturity in faith and character
- Support the vision, mission and values of ChristChurch Fulham
- Execute the Vicar and Leadership Team's strategic vision operationally and strategically
- Maintain the qualifications of a spiritual leader according to the bible
- Lead the way in servant leadership modelling humility and discipleship in the way of Jesus to ChristChurch
- Teach the bible to your team and the staff team and other groups as required by the Vicar
- Lead prayer at your own staff meetings and wider staff meetings and prayer at other events as required by the Vicar, deputising for the Vicar as required
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Knowledge

- Knowledge of safeguarding management, policies and procedures
- Knowledge of health and safety practices
- Knowledge of building and facilities management practices
- Numerate, able to handle figures, maths, budgets and spreadsheets
- Knowledge of HR practices including recruitment and legislation
- Microsoft Word – Intermediate
- Microsoft Excel – Intermediate
- Microsoft Powerpoint – Basic

- Microsoft Outlook – Basic
- Online tool such as Churchsuite or other booking/rota tool (desirable)
- Social media posting and editing skills – basic (desirable)
- Knowledge of Church of England and diocese procedures and ways of working (desirable)
- Knowledge/certification in food hygiene and safety (desirable)
- Health and safety knowledge (desirable)

Skills

- High drive for self-management and execution of tasks, ability to handle a regular high workload
- Excellent organisational and time management skills, able to prioritise and manage multiple projects simultaneously to achieve objectives
- Proactive in moving projects and initiatives forward without immediate supervision
- Able to maintain a strategic overview of multiple and conflicting tasks
- Strategic thinker, able to prioritise, report and deliver for the Vicar, PCC and CCF Leadership Team
- Able to communicate and network effectively and appropriately orally and in writing to conduct commercial business, Church of England communications, communications with staff, pastors, local community and congregation
- Adequate typing and keyboard skills
- Delegation skills, able to delegate and motivate staff and volunteers to achieve
- Awareness of and able to articulate risk at the appropriate level: safety, safeguarding, financial, resources
- Training skills
- Able to maintain confidentiality at differing levels including criminality, safeguarding, pastoral, medical, legal and personal
- Commercial tendering and contracting (desirable)

Experience

- Successful and confident manager and leader with a desire to grow further in management and leadership skills and experience
- Experience of managing large events successfully and safely
- Experience of managing and delivering complex projects successfully and to time
- Experience in setting effective objectives and managing performance
- Experience in a relevant operational role
- Experience of managing buildings and facilities
- Experience of operating commercial contracts
- Experience of operating a budget effectively
- Experience of managing volunteers
- Experience in Human Resources, staff contracts and recruitment (desirable)

- Experience in a financial role (desirable)
- Experience of safeguarding (desirable)

Job requirements

You will be expected to consider ChristChurch Fulham as your home church, and to fully accept and lead others in line with the Christian values, beliefs and vision of the church as defined by the Vicar. You may be required to work on a Sunday.

*There is a Genuine Occupational Requirement for the post to be filled by a practicing Christian as defined in the Equality Act 2010.

This role is subject to a Basic check by the Disclosure and Barring Service (DBS). You must disclose any conviction unless exempt under the Rehabilitation of Offenders Act 1974 (Exceptions) Order. You must agree to undertake a Basic DBS check and share the result with and declare any new cautions or convictions to the Safeguarding Officer.

ChristChurch Fulham operates a fair Policy for Ex-offenders and complies with the DBS [code of practice](#). Further details are available upon request.

You must already have the right to work in the UK.

Closing date: Thursday 4th July 2024