

July 2025

Dear Applicant,

Thank you for your interest in the post of Operations Manager for Christ our Hope Liverpool. I have pleasure in sharing further information about the post. The job description and person specification can be found in the pages of this document.

Christ our Hope Liverpool is a new single larger parish, comprising what were until recently 10 individual Church of England parishes serving local communities across the West Derby Deanery area of Liverpool. The larger single parish is a missional development and part of a larger Diocesan strategy, supported by the Church Commissioners, called, 'Fit for Mission'. The aim is to release greater mission and ministry by streamlining governance and administration. We began working together towards this new way of working in Spring 2022 and became a new parish in March 2025.

Our priority is 'growing Christ-centred communities that enable everyone to flourish'. We have been pressing forward since then, especially in terms of four missional priorities

- Introducing people to Jesus
- Deepening discipleship
- Developing Christian leaders
- Working for justice

And focussed on five elements of our life together:

- Planting and revitalising
- Working to our strengths in larger teams and portfolios
- High quality support and clear lines of accountability
- Having the right buildings to support future mission
- Larger parishes with high quality support services and simpler administration

We are delighted to have secured funding for an Operations Manager who we hope will take their place in our team, as a key senior leader, enabling the smooth running of the parish and developing our capacity for growth. This is an important role, and we are praying and trusting God to bring to us the right person. There is a really exciting missional opportunity here for the right candidate and we hope that the post holder will develop our parish and people.

We hope you will take a look at the attached job description and person specification. If you feel that you have the right mix of gifts and talents, and feel a sense of God's call to lead in our Operational Management and bring imagination and entrepreneurial skills to bear on our enterprise, we'd love

to hear from you. We are open to a preliminary conversation with anybody who is considering applying. Please get in touch to arrange a time to meet.

Applications can be submitted using the application form. Or alternatively, the post is being advertised on <https://www.charityjob.co.uk> (search for Christ our Hope Liverpool) and there you can submit a CV and supporting letter. The closing date for both is **Sunday 3<sup>rd</sup> August**.

We will not be acknowledging applications, so, if you have not heard from us by **Tuesday 12<sup>th</sup> August** we thank you for your application, but you should assume you have not been shortlisted.

Interviews are planned for **Friday 22<sup>nd</sup> August 2025** and may include a presentation as well as questions from a panel. If you are unable to attend an interview on this date, but are still interested in applying, please contact me directly to discuss.

We look forward to hearing from you.

Yours faithfully,

Healds

# Operations Manager

## Role Description and Person Specification

**Employer:** Christ our Hope Liverpool PCC

**Salary:** £30-£35k full time equivalent based on 37.5 hour week, dependent upon qualifications and experience

**Hours of Work:** 30-37.5 hours per week, pattern of work to be mutually agreed, but may include Sundays and occasional evenings

**Term:** Permanent (dependent on COHL securing ongoing funding)

**Holidays:** FTE 5 weeks (25 days) plus bank holidays (pro rata for part time staff)

**Office Base/workplace:** St Andrew's Church, Adshead Road, Liverpool (home working for some hours by agreement) with travel across the parish sites as required. The successful candidate will require their own transport with expensed travel to off-site meetings.

**Accountable to:** COHL Team Rector

**Special conditions of employment:**

There is a Genuine Occupational Requirement for the post-holder to be a practising, Christian, to be sympathetic with the creeds of the Church of England or a member of the Churches Together in Britain and Ireland, and to agree with the vision, values, and ministry strategy of the Parochial Church Council (PCC). This post is therefore exempt under Schedule 9 of the Equality Act 2010.

### Introduction

We are a larger single parish, currently supporting 7 churches (of varied tradition and setting) serving in communities with a population of around 90,000 people, united around a shared vision and four missional priorities. We are committed to providing effective operational, administration and support structures to strengthen local churches, enabling them to focus on local ministry and mission. Our vision statement is *growing Christ centred communities that enable everyone to flourish*.

This post is at heart all about taking the church's vision and enabling it, under God. It is a new, exciting and challenging role for somebody who loves the church and wants to help her move forward for a sustainable future.

We believe in a generous God, from whom all things come, and He invites us to steward these gifts well, if this is your conviction and you have the experience and skills, we'd love to hear from you.

### Job Summary

We are seeking a faith filled, people focussed senior leader offering operational management which includes oversight of our Support Services Hub and staff team and

developing commercial enterprise, to contribute to our financial resilience and resource mission.

The Operations Manager will work closely with the Team Rector in developing and implementing the strategy, systems and capacity to enable the parish and its churches and worshipping communities to be effective in fulfilling the parish vision and priorities.

The purpose of the role is to provide strategic oversight and efficient management of the operational, administrative, financial, HR, safeguarding and property functions of the parish. The role includes day to day management of the Support Services Hub and staff team who are at the forefront of support for operations and enterprise.

In terms of enterprise, your role will be to develop and implement an entrepreneurial approach to income generation and financial sustainability. This might focus on our use of buildings, the development of other innovative commercial enterprise and developing and implementing other fundraising strategies (including grant applications). We already hire out many of our buildings, yet we recognise that our buildings and grounds, could be used more innovatively and are seeking somebody who will bring innovation to our thinking and enable our assets to be stewarded more effectively. We are committed to working with the Operations Manager in support of these strategies.

In all elements of the role, you will be expected to provide operational excellence in line with best practices and agreed protocols, promote a positive work culture that encourages growth and development.

*We are excited by the potential of this key appointment within COHL, the scope of the work and the opportunities we believe it will unlock. This is a developing role, that will be shaped by the postholder working with the Team Rector and others, and as such may be subject to change as new initiatives emerge and develop over time.*

*We believe in a generous God, from whom all things come, and He invites us to steward these gifts well. If this is your conviction and you have the experience and skills, we'd love to hear from you.*

### **Main Responsibilities include:**

Working within the vision and strategy set by the Rector and PCC, develop, implement and oversee operational strategies that support the growth of the church. This will involve working closely with COHL clergy, PCC and sub-committees (churchwardens, finance, safeguarding and standing) to build capacity, develop enterprise and opportunities in order to resource the parish.

This includes:

### ***Operations Management and Human Resources:***

Lead and co-ordinate operational support services for worshipping communities across the larger parish, including:-

- Line manage Support Services team (mostly staff, some volunteers) including HR matters, oversight, support, supervision in their spheres of work, currently

- Administration of parish database, communications, safer recruitment, occasional offices, reporting of data
- Governance matters including buildings compliance, insurance, policies, electoral roll, GDPR, safeguarding
- Finance, payroll and procurement

Ensure the parish is fully compliant with all PCC policies, particularly safeguarding, Health and Safety, GDPR and any other legal requirements. Contribute to the regular review of parish policies and other documents.

Oversee parish IT infrastructure, including ChurchSuite, Microsoft 365 and My Fund Accounting, IT support, website and social media.

### ***Strategic Leadership - Stewardship and Enterprise***

To resource our aspirations for mission and growth, collaborate with church leaders and apply biblical principles in the development and implantation of strategies that encourage:-

- creative and innovative approaches to enterprise, particularly in terms of the development and use of our buildings and other assets
- entrepreneurial strategies for income generation and financial sustainability
- support for local teams of people to develop these strategies into a reality in their setting.

Develop and implement fundraising strategies including

- experimental and pioneering ideas
- grant applications
- systems to track and monitor success, in terms of community engagement and income generation and the benefit to the mission of the church.

Lead in the implementation of a strategy to increase the capacity of the Support Services Hub, so that COHL may offer our services (at a cost), to other parishes.

Work with the Finance Officer, PCC (Treasurer and Sub-Committee) to:

- encourage setting of aspirational and mission focused budgets
- manage operational budgets, forecasting and reporting

### ***Personal Commitments***

- Pray for your ministry and your team, in support of the parish.
- Take your own journey with God seriously.
- Demonstrate in your own conduct and encourage in others Christian values including kindness, generosity, patience, compassion and fairness.

### ***What we can offer you***

- a flexible working arrangement
- Nest pension
- opportunities to work part of the time from home

- generous holiday allocation
- appropriate training
- a supportive and collaborative working environment
- opportunity to contribute to fulfilling the Parish vision *growing Christ centred communities that enable everyone to flourish*

This post will be recruited in line with the Parish Safer Recruitment process.

**Closing Date for Applications:** Sunday 3<sup>rd</sup> August 2025

**Interview Date:** Friday 22<sup>nd</sup> August 2025

If you are unable to attend an interview on this date, but are still interested in applying, please contact Helen Edwards to discuss.

**For an informal chat for further information,** please email Helen Edwards, who will arrange a time that is mutually convenient to chat.

**Contact:** [helen.edwards@cohl.org.uk](mailto:helen.edwards@cohl.org.uk)

## Person Specification

We are looking for a committed Christian who will bring the relevant skills, experience and confidence to shape and fulfill the responsibilities of the role. The successful candidate will need to demonstrate that they meet the following criteria which are either essential or desirable requirements for the job unless otherwise specified.

*Each of the following criteria will be assessed via application form and/or presentation/interview*

	Essential criteria	Desirable criteria
<b>Faith</b>	<p>A committed Christian with an active faith in God and a desire to see the local church thrive.</p> <p>Passion for the vision and purpose of COHL.</p> <p>A desire to lead and to serve.</p>	<p>Understanding of Church of England structures and governance.</p> <p>Appreciation of the diverse theological breadth represented within COHL</p>
<b>Qualifications</b>	Degree level or equivalent or qualified by experience	HR, Business Management, or Finance qualifications. Theological training.
<b>Experience</b>	<p>Proven experience of:</p> <ul style="list-style-type: none"> <li>operational management (finance, HR, property, assets, administration)</li> <li>strategic leadership, sharing the vision and inspiring others</li> <li>practical service in a church setting</li> <li>developing and implementing organisational systems</li> <li>managing a team of part-time staff</li> <li>project planning and management longer term</li> </ul> <p>Proven ability to:</p> <ul style="list-style-type: none"> <li>solve problems</li> <li>manage and interpret complex information</li> <li>offer sound, reliable, professional advice</li> <li>lead a diverse team</li> </ul>	<p>Experience of:</p> <ul style="list-style-type: none"> <li>working within church or charity</li> <li>engaging a church through teaching or and/or preaching</li> <li>managing change in a church or non-profit setting</li> <li>working with volunteers</li> <li>fundraising</li> <li>facilities management</li> </ul>

<b>Knowledge and skills</b>	<p>Excellent:</p> <ul style="list-style-type: none"> <li>organisational skills and exceptional attention to detail</li> <li>skills in facilitating discussions and reaching agreements</li> <li>verbal and written communication skills</li> <li>budgeting and financial management skills</li> <li>IT skills including Microsoft 365 packages and capacity to learn and use social media and management apps including (e.g.) Churchsuite, MFAO and Canva</li> </ul>	<ul style="list-style-type: none"> <li>More advanced skills with social media and web-based communication.</li> <li>Skills in writing policies to comply with law/guidance and/or formal applications (eg for funding, faculties).</li> <li>Knowledge of the legal complexities of managing church buildings.</li> </ul>
<b>Personal qualities</b>	<p>A person:</p> <ul style="list-style-type: none"> <li>of integrity who can keep absolute confidentiality</li> <li>who can be pragmatic and enjoys finding practical solutions</li> </ul> <p>Who is:</p> <ul style="list-style-type: none"> <li>a warm, approachable, positive team player with a servant-hearted attitude</li> <li>emotionally intelligent and self-aware</li> <li>able to work autonomously and within a team</li> </ul> <p>And brings:</p> <ul style="list-style-type: none"> <li>a flexible approach to work</li> <li>an ability to deal with a wide range of people, to quickly build rapport and act with patience, sensitivity and tact</li> </ul> <p>And is personally secure, and emotionally resilient, able to keep calm under pressure.</p>	
<b>Work related circumstances</b>	Own transport	