

JD: Operations Lead

Providing management & leadership in key operational functions.

Role Overview

Reports to:	Elder - Ops (Sean Theunissen)
Line management:	Line management responsibility for Operations staff and Production staff.
Other key relationships:	Ops Team Production Team Comms Team Citygate SLT Community Hub Manager Finance Manager Venues team all Citygate staff ministry leaders, church members and volunteers.
Hours:	Full time 37.5 hours per week (although part-time applications will also be considered, 20 hours+). Will require evening and weekend work. May require some travel in the Bournemouth, Poole and Christchurch areas (infrequently).
Salary range:	£30,000 - £35,000 depending on experience
Type of contract: :	Permanent
Application process:	Please submit an Application Form online. Please also email a covering letter and CV to hr@citygate.church
Deadline:	<u>10pm Sunday 15th March 2026.</u>

Citygate Church’s Vision for Operations

Our vision is to see thousands of lives transformed across the bay, as we encounter God’s presence, are transformed for His purpose and released in His power! At Citygate Church, the gift of administration is acknowledged as vital to seeing this vision outworked.

The Ops Lead role will:

- Lead, grow and inspire many of the people, teams, ministries and volunteers that facilitate the life of the church
- Build strong working relationships across multiple locations and delegate key operational responsibilities
- Ensure our plans and infrastructure are developed and grown to facilitate the vision and sustain future growth of Citygate Church across our 3 sites (Bournemouth, Southbourne and Poole).

The role will particularly focus on:

- **Day-to-day oversight of Operations**, across church life and multiple sites
- **Leadership of multiple teams** / team leaders (including volunteer team leaders)
- **Engagement and onboarding of volunteer leaders**; equipping of volunteer leaders
- **Training and envisioning others** to grow in responsibility as our church grows
- **Process / 'Systems' infrastructure** (maintaining and creating new working 'systems' / processes for how we do things in multi-site church life; making sure everything runs smoothly, efficiently, and with a view to continuous improvement) and ensuring we have standard operating procedures (SOPs) for all key areas of church activity
- **Overseeing legal and regulatory compliance / governance** for our church such as GDPR, Health and Safety regulations, charity governance, insurances, HR compliance, and staff policies, including monitoring and reporting
- **Oversight of our AV / Production** staff
- **Oversight of Sundays and event planning** (delivered via your team and volunteer leaders)
- **Implementing and contributing to Ops strategy** shaped by our Executive / Strategic Lead.

Citygate Church; your church

This role will predominantly involve leading and developing people, both staff and volunteers and so character and integrity, as well as alignment to our vision and values are vital in this role. Our church culture aims to be authentic, honouring, generous and courageous. We're part of a wider network of churches known as Commission, which in turn is part of Newfrontiers.

We subscribe to the Evangelical Alliance statement of faith, and place an emphasis on a balance of Bible teaching and Holy Spirit encounter; including charismatic gifts for today.

As this role involves facilitating our church's vision, overseeing various church ministry teams, and presence during our Sunday church meetings, it needs to be fulfilled by someone who is, or is happy to become, a member of our church community.

Skills & experience required

ESSENTIAL:

Leadership and Team Development

- Strong leadership skills are necessary for effectively leading and motivating teams, both paid staff and volunteers. Ability to recruit, train and develop individuals, as well as fostering a culture of collaboration, growth and accountability, is vital.

Planning & Implementation

- Strong tactical thinking and planning abilities are essential for developing and implementing initiatives that align with the church's vision and mission. (Experience in creating multi-faceted, church-wide plans, conducting research, analysing data and identifying growth opportunities is also beneficial, but not essential.)

Communication and Coordination

- Excellent communication and interpersonal skills are necessary for effective collaboration with church leadership, staff, volunteers and external partners. The ability to coordinate varied projects, facilitate clear and timely communication and build strong relationships is crucial.

Organisation & Attention to Detail

- Being naturally organised, self-motivated to complete work thoroughly and with a strong attention to detail, is vital for this role.

Passion for Citygate's Mission

- A strong personal relationship and faith in Jesus and a genuine passion for Citygate Church's mission is vital for aligning the strategic operations with the church's values and goals.

Flexibility and Adaptability

- Citygate Church operates in dynamic environments and the ability to adapt to changing circumstances, handle multiple priorities and make sound decisions under pressure is essential.
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DESIRABLE; BUT NOT ESSENTIAL:

Church Operations Knowledge

- Understanding of church operations, structure and dynamics is beneficial, but not essential. Familiarity with various ministries, departments and volunteer engagement in a church context allows for easier coordination and collaboration.

Organisational Development

- Experience in or understanding of organisational development helps in creating efficient systems, processes and structures to support the church's growth and operational effectiveness. This includes implementing best practices for volunteer management, event planning and technology infrastructure.

Financial Stewardship

- Experience in budgeting and resource allocation is helpful for overseeing the financial aspects of church operations. This includes working closely with the finance team, ensuring compliance with financial policies and optimising financial resources.

Policy and Compliance

- Understanding legal and regulatory requirements applicable to churches, such as GDPR, health and safety regulations and HR policies, is useful. Experience in policy creation and implementation, as well as ensuring compliance with relevant laws and guidelines, is beneficial, but these things can also be learned, if you have a natural affinity for policy detail and creating structure.

Event Planning and Management

- Experience in planning and facilitating church events, conferences, or festivals isn't necessary but would be beneficial. Skills in logistics coordination, volunteer management and creating engaging experiences for attendees contribute to successful events - however this role will mainly be overseeing this kind of work, which will be delivered by others.

Responsibilities and Duties

Leading People

- Be a Citygate culture carrier who imbues authenticity, courage, honour and generosity. Encourage and influence those you lead to carry this culture and the ways of Jesus.
- Provide leadership, guidance and support to operational staff, fostering a positive and collaborative work environment.
- Recruit, train and develop volunteer leaders and servers, ensuring they are equipped and empowered to serve effectively in their roles.
- Conduct performance evaluations, provide feedback and facilitate professional development opportunities for Operations staff and volunteers.

Team Leadership of Operations

- In partnership with the SLT and elders, create the infrastructure and process to support the vision and practical strategies of Citygate Church, and to enable delivery of our activities to a high standard
- Working with the directors/trustees and with the support of the Operations staff and Finance Manager, ensure that charitable governance is strong and sustained. Including but not limited to safeguarding, GDPR, health and safety, finance, HR, risk management, insurance.
- In partnership with the Strategic Ops/Executive Lead, plan for operational success.
- Lead the operations staff and volunteer team leaders in carrying the culture of Citygate church and be effective in the implementation of Citygate's vision.

Systems Infrastructure

- In collaboration with the Executive Lead and the Communications Manager, along with the Operations staff, ensure the management of the church's information and database systems, optimising the use of technology to ensure that we are using effective tools and platforms to support people to integrate well into the life of Citygate. This includes but is not limited to membership, serving, giving, life groups, ministries, courses and leadership development.
- Ensure accurate information is kept in line with GDPR regulations to support the decision making process.
- Continually improve our systems and research best practice in ensuring our systems are fit for purpose for the next level of growth and are effective and efficient.
- Continuously look to provide scalable, sustainable solutions to Citygate's needs.

Finance

- With the support of the Finance Manager, ensure good financial stewardship of operational budgets and spending.
- Ensure compliance with financial policies, procedures and regulatory requirements.

Sundays and Event Planning

- Sunday church gatherings across sites are significant to seeing Citygate's vision realised. Create a culture of team collaboration, envision, inspire and clearly articulate what success looks like for our Sunday gatherings across sites and congregations.
- Recruit and develop volunteer Sunday team leaders (excluding Kids and Youth ministries) and support them in the recruitment and development of serving teams that imbibe the culture and vision of Citygate and the goal of our Sunday gatherings.
- Partner with event leaders and teams in the planning and execution of church events and activities, as well as overseeing Ops staff and volunteer leaders in the delivery of these - including conferences, events, workshops and community outreach initiatives.
- Oversee the Ops team in the coordination of logistics, including venue booking, resource allocation, event promotion (in liaison with the Communications Manager) and volunteer coordination for church events
- Collaborate with ministry leaders to ensure events align with the church's vision and mission.

Character Requirements

- Be passionate about being a disciple of Jesus and making disciples; living a life that seeks to reflect this and grow in it.
- Be a person of integrity who is open to being accountable in all areas of life including work.
- Be able to sign up wholeheartedly to Citygate's vision, culture and values.
- Ability to influence and inspire staff and volunteers.
- Actively seek and implement feedback and continuously grow in character and competence in order to lead yourself and others with excellence

- Ability to lead yourself and others. We expect our leaders to:
 - S - see the big picture
 - E - engage, equip and empower others
 - R - reinvent continuously
 - V - value people and value results
 - E - embody our culture, vision and values.

Training and Development Opportunities

In this role there will be opportunities to develop key leadership skills across multiple areas.

We will look to provide opportunities to attend conferences, workshops, and seminars relevant to strategic operations.

We particularly want to invest in your leadership development and will offer different opportunities for you to grow.

There will be opportunities throughout the year to join our SLT and Elders to equip you in your leadership role.

Genuine Occupational Requirement

In accordance with the Equality Act 2010, it is a Genuine Occupational Requirement (GOR) that this post be filled by a Christian, and an expectation that a successful candidate will attend and become a member of Citygate Church. This is due to the Christian ethos of the organisation and both the nature and context of the job in question.