

Head of Operations Job Description & Person Spec

Job Description

Main Purposes of the Job

To support the elders in leading, coordinating and resourcing City Church's Ministry Leads so that they meet City Church's vision and reflect its values. To ensure the smooth running of church life.

Reports to: Elders and Trustees of City Church Cambridge.

Liases with: Elders, Directors, ministry and team leaders, church staff, church attendees.

Main Tasks:

Leadership

- Play an active role in mobilising and equipping the church in fulfilling the church's vision and values
- Line Manage staff ministry leaders on behalf of the overseeing elder
- Provide day to day support, guidance and resourcing for all volunteer ministry and team leaders in the church on behalf of the overseeing elder, involving eldership input as required
- Support the Elders in the raising up of new ministry and team leaders
- Oversee, plan, and organise the practical delivery of regular and occasional church services, events, and courses
- Supervise interns and other individual volunteers

Operations

- Manage the overall church diary, ensuring consistency between short and longer term plans and those of larger and smaller church groups, ensuring effective use of resources, setting priorities and arbitrating potential conflicts
- Participate in long-term resource planning and resolving capacity issues
- Take overall responsibility for City Church's internal and external communications, managing the production of website, weekly newsletters, monthly magazines etc. Responding to daily email requests to the church office
- Works with Head of Governance to ensure the development, promotion and monitoring of policies, procedures and best practice
- Be aware of and understand all Risk areas for local church activities, ensuring compliance with our Safeguarding (including safer recruitment), Finance, Data Protection and Health & Safety policies
- Oversee and manage budgets related to the church's local ministry
- Ensure effective administration is provided for all local church activities

Strategy

- Contribute to the formulation of strategy to meet the vision of City Church
- Lead the implementation of the current strategy within the staff and (mainly) volunteer ministries
- Initiate and coordinate tactical planning, ensuring consistency with the strategy
- Ensuring the aims of the charity are being met by the ministries and teams of the church, including the submission of the annual report to the trustees

Potential Future Development

- There may be opportunities to lead some or all of church administration, financial operations, project management, and further line management of church staff in the future
- As with all new roles it is expected that some areas of the job description will be shaped through reviews with your line manager. It is hoped that you will identify areas to improve and develop your role in time

Other

This post has been identified by the employer as one which has an Occupational Requirement to be filled by a Christian under the provisions of the Equality Act 2010 Schedule 9 Part 1 section 3. As a charitable Christian organisation, the post holder must be committed to and embrace City Church's ethos, and either be currently a member of City Church Cambridge, or prepared to become one.

Place of work: Brickfields. You may be required to work at other venues or other locations from time to time.

Limits of Authority:

All exceptions to normal process are to be referred to the Lead Elder or Directors as appropriate.

Elders remain responsible for oversight of ministries and any conflict resolution between ministries that cannot be solved by the Head of Operations should be escalated to the elders.

Hours of Work:

37.5 hours per week nominally over 5 days including two sessions (to include both main services) on Sundays.

Annual Leave:

The standard City Church annual paid leave allowance is 6.6 weeks including Bank Holidays. For those with Sunday as a normal working day, a maximum of 8 Sundays may be taken as leave in one year without the prior agreement of the line manager.

Remuneration:

The salary range (reviewed annually in April) for a job of this level is £32400-£41690, subject to experience. City Church also offers an Employer's Pension Contribution into an approved pension scheme totalling 7% of gross salary.

Person Spec

Required Skills and Experience:

Excellent inter-personal and communication skills

Experience of supervising others- showing understanding and discretion when dealing with personnel issues

Able to lead and build teams

Able to deliver well planned and organised events

Able to organise, delegate plan and prioritise tasks

Capable of strategic thinking and planning

Competent to use computerised organisational software

Desirable Skills and Experience

Experience of Line Management

Experience of Project Management

Understanding of Health and Safety issues, able to train others to implement effective Risk Assessments

Understanding of GDPR in relation to personal data held by the church

Understanding of Safeguarding and the importance of Safer Recruitment processes

Personal characteristics

Committed Christian with a confident personal faith in Jesus Christ

Emotionally intelligent and resilient – with a can-do attitude and able to cope under pressure

Able to take initiative in order to get jobs done

Approachable, personable, patient, appropriately humble

Able to maintain confidentiality especially regarding staff, volunteers, elders and church attendees

Flexibility to work during evenings and weekends