



# Head of Operations

**Reporting to:** The Rector

**Working Hours:** 35 Hours per week, Monday - Friday with flexibility.

**Salary:** Commensurate with experience (£32-£38k)

## Introduction:

St. George the Martyr is a vibrant, world-diverse and inclusive church, with a rich history dating back to at least 1122. Our iconic building stands in the heart of Borough and is a sacred place where people encounter God. We take seriously our vocation to love God in our prioritisation of Worship; and to love our neighbour, through projects and acts of service in our neighbourhood.

As we navigate the post-COVID landscape, we're embarking on a journey of renewal and growth with our new Rector, who joined us in September 2023. We are committed to fostering a joyful, inclusive community characterised by worship, service, and fellowship.

We are seeking to appoint someone who will play a leadership role in setting the strategic direction for the coming years as well as keeping the show on the road through the management of the operational life of this busy Parish Church. We are a flexible and inclusive employer and are happy to discuss different flexible working arrangements for the right candidate and balancing the needs of the church.

## Key Responsibilities:

### Strategy & Development:

- a. Collaborate with the Rector and PCC to develop operational strategies that align with the church's growth objectives, while also demonstrating initiative-taking in proposing innovative solutions and approaches.
- b. Cultivate a motivated and empowered operations team, fostering a culture of passion and excellence.
- c. Lead the development of systems and processes to ensure operational efficiency and support ministry initiatives.

### Office Management:

- d. Ensure the smooth operation of the Parish and Rector's offices, managing scheduling, correspondence, and frontline communications.
- e. Oversee data management using Church Suite and handle quarterly and annual returns to the Diocese. with attention to detail and the ability to take initiative in identifying areas for improvement.
- f. Coordinate staff team meetings and serve as the primary point of contact for inquiries.
- g. Manage operational aspects of weddings, funerals, baptisms, and occasional events.
- h. Maintain and update the Parish website to reflect current initiatives and events.

### **Organization Development & HR:**

- i. Develop and implement staffing policies and processes, including recruitment, retention, and training.
- j. Line manage staff – BFC Coordinators and Caretakers.
- k. Manage contractors – Cleaners, Pest Control, Electrician, Maintenance
- l. Ensure compliance with HR policies, procedures, and legislation, including health and safety regulations.
- m. Oversee volunteer recruitment and engagement strategies, empowering volunteers to support church and community activities.
- n. Manage DBS checks for staff and volunteers, providing support to safeguarding officers as needed.

### **Worship:**

- o. Collaborate with volunteers to manage worship rotas and produce Orders of Service.
- p. Monitor and order sacristy supplies, ensuring seamless execution of worship services.
- q. Serve as Steward/Verger at Occasional Services such as Funerals and Civic Events.

### **Buildings:**

- r. Maintain the historic fabric of the Church and Crypt, overseeing cleaning, maintenance, and development projects with a proactive and independent mindset.
- s. Manage the church's property portfolio, including St. Alphege Hall and residential flats.
- t. Coordinate bookings for church and crypt spaces and oversee daily operations.

### **Finance:**

- u. Work with the PCC Treasurer and Bookkeeper to develop and implement financial strategies.
- v. Ensure accurate and timely financial reporting, including management of invoices, payments, payroll, and gift aid, with a proactive and independent approach to financial management.

### **Qualifications and Attributes:**

- w. Strong leadership and organizational skills with a demonstrated ability to motivate teams and drive results.
- x. Excellent communication and interpersonal abilities, with a commitment to fostering inclusivity and collaboration.
- y. Experience in operations management, within a church or nonprofit setting.
- z. Knowledge of HR policies, financial management, and compliance regulations.
- aa. A passion for serving the community and advancing the mission of St. George the Martyr.

# Person Specification: Head of Operations

## Essential Criteria:

**Commitment to Mission and Values:** Alignment with the mission, values, and ethos of St. George the Martyr, including a commitment to valuing diversity, inclusivity, social justice, and community engagement.

**Leadership Skills:** Demonstrated ability to lead and motivate teams, fostering a culture of collaboration. Proven experience in providing clear direction, delegating tasks effectively, and empowering team members to achieve organizational goals.

**Organizational Management:** Strong organizational skills with the ability to prioritize tasks, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment. A strong ability to take initiative and work independently. Experience in developing and implementing operational strategies, systems, and processes to support the growth and effectiveness of an organization.

**Communication and Interpersonal Abilities:** Excellent verbal and written communication skills, with the ability to articulate ideas clearly and engage diverse stakeholders effectively. Exceptional interpersonal skills, including the ability to build positive relationships, resolve conflicts constructively, and collaborate with colleagues and volunteers across all levels of the organization.

**Problem-Solving and Decision-Making:** Sound judgment and decision-making skills, with the ability to analyse complex situations, identify solutions, and make informed decisions that align with organizational objectives. Proven track record of proactively identifying and addressing operational challenges, adapting to changing circumstances, and driving continuous improvement.

**Team Building and Development:** Commitment to fostering a supportive and inclusive work environment, where team members feel valued, empowered, and motivated to contribute their best. Experience in recruiting, developing, and retaining talent, providing coaching, feedback to support individual and team growth.

**Adaptability and Resilience:** Flexible and adaptable approach to work, with the ability to thrive in a dynamic and evolving organizational context. Resilience in the face of challenges, with the capacity to maintain composure, stay focused on goals, and inspire confidence during periods of uncertainty or change.

**High Level of Computer Literacy:** Proficiency in using a wide range of computer applications and software relevant to operational management and office administration.

**Experience of Financial Management:** Including budgeting, forecasting, and financial reporting.

### **Desirable Criteria:**

**Experience in the Nonprofit Sector:** Previous experience working in a nonprofit organization or Church, with an understanding of the unique challenges and opportunities inherent in the sector.

**Knowledge of Church Operations:** Familiarity with the operational and administrative aspects of church or parish management, including familiarity with relevant policies, procedures, and regulatory requirements.

**Financial Management Skills:** Basic knowledge of financial management principles, including budgeting, accounting, and financial reporting, with the ability to work collaboratively with finance professionals to ensure sound fiscal stewardship.

**Buildings Management Skills:** Ability to oversee the maintenance, development, and operations of buildings and facilities. Experience in managing property portfolios, coordinating maintenance and repair activities, and ensuring compliance with health and safety regulations.

**Educational Qualifications:** Relevant qualifications or certifications in business administration, nonprofit management, or a related field, or equivalent practical experience demonstrating competence in operational leadership.

### **How to apply**

Please send your CV and a Supporting Statement (250-400 words) to [HR@Borough.Church](mailto:HR@Borough.Church)

The closing date is **12 noon on Thursday 14 March**. Interviews will take place in person at St George the Martyr the following week (probably 21<sup>st</sup> March tbc).

We care deeply about inclusive working practices and diverse teams and strongly encourage candidates of all different backgrounds and identities to apply.