

Job Title: Operations Manager at St James the Less Church

Reporting To: The Vicar

Job Context

The purpose of the post is to bring efficiency, innovation, confidence and a Christ-centred spirituality to the operation of the church's administration and to enable the ministry and mission of the church to flourish.

You will often be the first contact point with the wider community, external groups and church members, giving the church a human face and connecting people to others in the church who can better meet their needs where necessary particularly during the office open hours.

The job has a large number of varied roles, some regular (daily or weekly) and many more seasonal.

You will ensure the smooth running of the SjtL Parish Office and enable the mission and ministry of the church to flourish through providing high-quality administrative services to the church in general and the Vicar in particular. This will involve

- Releasing the clergy, other staff and principal office-holders to focus on their primary roles and responsibilities
- Acting as a focus and communication hub for church life and being a friendly point of contact with the outside world as an expression of your Christian faith
- Working closely with others to ensure that SjtL is a place of welcome for everyone, in accordance with our vision

In our experience it is beneficial and desirable if, in addition to working hours, the Operations Manager has some active, voluntary/vocational involvement in some aspect(s) of the church's life

Working Hours: 9am to 5pm Monday to Friday (with 1hr lunch break.), adaptable by agreement.

What am I involved in and expected to do?

Your work will be discussed by the line manager who may require other tasks but the following sets out your main responsibilities.

Office Management

- Upkeep of Office environment
- Organisation and management of documents, including PCC papers and policies, and the church database (Church Suite), including electronic filing.
- Ordering office, church and centre supplies, as required
- Ensuring required maintenance contracts are in place for office and Centre equipment (eg phones, computers & copier, dish washer, boiler)

- Managing budgets relating to office expenditure
- Maintaining staff records e.g. holiday, sick leave
- Serving as DBS Evidence Checker and Electoral Roll Officer
- Overseeing and managing church communication and weekly notices including through external noticeboards (posting on which is part of the Verger's work), WhatsApp, and social media (eg Facebook, Twitter, Instagram).

Church Finance

- Liaise with and assist the Treasurer and Book-keeper so that they, through Expense Plus software, have the information needed to provide the PCC with the necessary details concerning the church's finances
- Maintain paper and electronic book-keeping records and liaise with the Book-keeper who reconciles bank statements using ExpensePlus.
- Oversee authorisation of payments; arrangements for online payments, standing orders, direct debits etc.; and the management of petty cash for the Parish Office
- Issue invoices (via ExpensePlus) for Centre bookings, fees for banns and weddings etc., and collect payment of these through BACS or card.

Church Services and Events

- With the Vicar, and other staff, plan and prepare for weddings, baptisms and funeral services. This will include Banns, preparation of registers and/or appropriate online documentation, and producing orders of service, as required.
- Prepare orders of service for seasonal and other services as requested by the clergy.
- Publicise events online and on social media and by producing posters advertising services and other church events.
- Prepare Powerpoints and EasyWorship for services.

Centre & Church Building

We hope shortly to employ a p/t Buildings Manager who will work with you and the Verger. As Operations Manager you will have overall responsibility for management of the SjtL Centre and as such will:

- Line manage the Buildings Manager and liaise closely with them to ensure good relationships with Centre clients and the smooth functioning of the Centre.
- Manage bookings effectively through the Church Suite system and ExpensePlus.
- Take bookings for the Centre and invoice hirers, ensuring payments are received and banked and book-keeping records maintained.
- Consult with Vicar and relevant PCC members (eg Bookings Policy Group) where discretion is required in relation to bookings or setting of prices
- Relate to users during office hours when the Buildings Manager and Verger are not available.

- Handle paperwork concerning church insurance and liaise with the Buildings Manager to ensure repairs to the church proceed, the Church Log Book is maintained and there is good liaison with third party builders and contractors as appropriate.
- Work with the Vicar, Buildings Manager, and Churchwarden(s) in relation to the Quinquennial Inspection and Triennial Inspection.

Staff Team and Church Family

You will be working with a range of people and in order to enable the ministry and mission of the church to flourish you will:

- Provide appropriate support to the Vicar and, as occasionally required, the other clergy and Churchwarden(s).
- Line manage the Buildings Manager (when appointed)
- Work alongside volunteers, managing rotas and issuing reminders (through Church Suite)
- Liaise with, and provide appropriate support to, PCC committees and Centre users to ensure optimal systems and processes
- Be a member of some PCC Committees (eg Buildings, Finance)
- Attend the weekly staff meeting and staff prayers

Liaison with diocese and other bodies

You will be an important link with the wider church and will:

- Co-ordinate compilation and completion of annual returns to the CCLI
- Complete quarterly marriage returns to the Borough Registrar when requested and fees record for the Diocese
- Coordinate preparation for the Archdeacon's Triennial Visitation, in consultation with the Buildings Manager and the Churchwarden(s)

To whom do I relate in doing this job?

You will be line-managed by the Vicar and will also work closely with other clergy, the Churchwarden(s), PCC members, and other staff and partners (including the staff of Outbreak, a detached youthwork charity working out of The School Room at SjtL). You will, once they are appointed, line manage the Buildings Manager and work closely with them and the Verger.

Person Specification

Personal and behavioural competencies needed for the role:

- Communication - Ability to communicate effectively and appropriately at different levels both verbally (including an excellent telephone manner) and in writing with a range of different people and organisations.
- Time management - Excellent organisational and time management skills; ability to prioritise workload while being flexible and adaptable.

- Thinking – Ability to think innovatively and independently and a willingness to problem-solve creatively and show initiative.
- Teamwork - Ability to work co-operatively and flexibly with others
- Tact, diplomacy and pastoral sensitivity when liaising with staff, church members, volunteers, contractors, and other visitors
- Relationships - Ability to create, maintain and develop effective working relationships
- Attention to detail and accuracy
- Willingness to learn on the job and develop new skills
- Working under pressure - Ability to work methodically and thoroughly under pressure

Technical skills and professional background will include:

- Excellent administrative skills including ability to manage a number of projects simultaneously and to line manage staff.
- Good working knowledge of Office 365 software including Word, Excel, Outlook, Powerpoint and Publisher. Knowledge of WordPress for our website would be helpful but not essential.
- Knowledge of, or ability to learn, Church Suite and electronic book-keeping through ExpensePlus.
- Ability and creativity in relation to design of materials such as posters, service booklets, web site.
- A working knowledge of, and ability to engage creatively with, various social media platforms.

DBS Check

A clean DBS check is required for this role. As this may take time to gain, please bring relevant paperwork if called for interview.

In accordance with the Equality Act 2010 it is a genuine occupational requirement that the post holder is a practising Christian and we would expect our Operations Manager to adhere to our values as a church.