



## Operations Manager Job Description

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| <b>Job profile</b>                      |  |
| <b>Job title</b>                        | Operations Manager                         |
| <b>Team/Department</b>                  | Christ Church Feltham Staff Team           |
| <b>Reports to</b>                       | Lead Pastor (Vicar)                        |
| <b>Line Management Responsibilities</b> | 1 Direct Report (Part-Time Bookkeeper)     |
| <b>Location</b>                         | Christ Church Feltham, Middlesex           |
| <b>Work pattern / hours</b>             | 35 hours per week (flexible working hours) |
| <b>Vacancy Published</b>                | 9th August 2019                            |
| <b>Application Deadline</b>             | 8 <sup>th</sup> September 2019             |

### About Christ Church

Christ Church Feltham is a new church located in the heart of Feltham, Middlesex.

In 2018, Bishop Graham Tomlin invited the Revd Andy and Dizzy Watkins to plant a new worshipping community into Feltham. This church plant is unique to the Church of England due to its partnership with the Methodist Church, and as such it is pioneering the way for the Church of England and the Methodist Church to work together in church planting across the UK!

Our Vision as a church is 'to see the Church in Feltham on fire and to see Feltham come alive in Christ'. This vision is inspired by the story in Acts when God set his Church on fire with power and love by the Holy Spirit. The result of this was a movement of the Gospel of Jesus that transformed the whole world and brought many to life in Him. Our simple prayer as a church and a staff team is, do it again Lord!

The past twelve months have been an amazing journey where Christ Church has reopened its doors to play its part in the next chapter of what God is writing in Feltham. Over the last year we have seen the congregation grow both in number and in depth of communion with God and each other. Our Mission as a church is to be a people who love Feltham and make disciples of Jesus - these two things shape all we do!

We recognise that only being a year in, we have only just begun. As we look ahead, we see countless ways that we can be a church that blesses our town and makes Jesus known. This includes partnering with Feltham Young Offenders Institute; launching Missional Community events across Feltham, restoring our church building so that it can become a valuable asset to Feltham once again; starting various courses and community groups including Alpha; the creation of a 24/7 prayer room and also continuing to grow as a place for Christian prayer and worship. It is quite an adventure we are on and we can't wait to see what God has next for us as a church!

If you are passionate about church planting and would love to be a part of this unfolding story, we would love to meet you!



## About the role

As Operations Manager you will be responsible for ensuring the smooth running of all operational activities at Christ Church Feltham. This includes managing the building & facilities, organising church programmes & events, ensuring policies & procedures are fully compliant and enforced, managing the church office and managing the CCF and operational budget and Fundraising.

## Key Responsibilities \*

### Building & facilities

- Oversee key service contracts, including the cleaning company and postal service
- Keep insurance policies updated and fully compliant
- Oversee required building works, provision and maintenance of furniture and hardware to site and manage appliance and building repairs when needed
- Manage utilities including gas, water, electricity etc
- Manage IT and Technology systems including holding relationship with IT supplier
- Oversee and manage church storage
- Oversee church room hire and letting
- Manage verging duties, ensuring all rooms are set up for any bookings or church events
- Manage the use of the church car park
- Oversee Faculty Applications

### Organising church programmes & events

- Oversee Sunday services - including hosting and hospitality teams
- Organise church weekends away and church attendance of summer festivals
- Organise community events and initiatives Organise other church events including Alpha
- Management of volunteers, vergers and staff involved in church events

### Ensuring policies & procedures are fully compliant and enforced, including:

- Health & Safety
- Fire Safety
- Food Hygiene
- Safeguarding
- GDPR
- Identify and develop other necessary policies and risk assessments as required

### Managing the church office

- Manage and develop administrative systems within the church office
- Manage the church database on ChurchSuite
- Oversee the coordination of the church diary including staff holidays

### Managing the CCF and operational budget & Fundraising

- With the Lead Pastors and trustees and in consultation with ministry heads, create CCF yearly operational and ministry budgets
- Oversee and manage the CCF Operational and ministry Budget
- Responsible for line management of the Part-Time Bookkeeper
- Manage the CCF's financial processes and reporting, including using Xero/Quickbooks and holding our relationship with any finance and HR companies
- Oversea CCF members' giving processes
- Build and lead a fundraising committee to attain grants that help fulfil the vision of CCF - these could include funding staff posts, building work and community outreach events

### Governance

- Co-opted onto CCF board of trustees as secretary

*^ This profile is not exhaustive and may change reasonably over time. Ad hoc tasks and other project work may be required as determined by lead pastors*



| Key relationships |   |
|-------------------|---|
| Internal          | Lead Pastors, Staff Team, Treasurer and Trustees  |
| External          | Contractors, County Council members, community groups, local businesses and public sector staff |

## About you

### To flourish in this role, you will need:

- A track record of successful project management, including meeting set deadlines and managing relevant budgets
- Experience of successfully managing a budget of £100k, or ability to demonstrate training/understanding of key principles of successfully managing a budget of this size
- Proven ability to build and develop teams, including volunteers
- An understanding of the unique challenges and opportunities of volunteer management
- Ability and willingness to delegate, and able to demonstrate understanding of why delegation is essential for success within this particular role
- Excellent written and oral communication skills for a variety of audiences - church members, volunteers, community partners and key stakeholders
- Advanced MS Word, Excel and PowerPoint skills, and a willingness to learn relevant IT programmes, for example ChurchSuite
- Proven ability to prioritise effectively and manage own workload and calendar
- A strategic mindset, able to assess various possible options before deciding on a preferred course of action
- Excellent interpersonal skills including ability to listen well and a kind and considerate attitude towards other team and church members
- High attention to and care for details across all tasks and projects

### It would help (but isn't essential) to have:

- 1-2 years' experience in a similar administrative/organisational role
- Some experience working within a church setting
- Some experience assessing and signing off maintenance contracts

### You will also be:

- A committed Christian with an active Christian faith
- Passionate about Christ Church Feltham's mission to 'Love Feltham and Make Disciples'
- Willing to become an active member of Christ Church Feltham
- Positive and proactive in your approach to solving problems and taking on new challenges
- Self-motivated to put your ideas into action and to achieve your best
- Passionate about serving other people in this role – taking care of the small details that make a difference to other people's experience of a particular event, programme or facility
- Able to keep a high level of confidentiality and an understanding of why this is important
- Able and willing to become secretary of the Christ Church Feltham Board of Trustees



## Our culture

Christ Church Feltham is an exciting and challenging place to work and is full of variety. During our first twelve months as a church we have done so many different things, we've had our first church weekend away, celebrated Valentine's Day on the high street by giving away sweets and sharing Gods love for people with those we met. We've planted flowers in our street garden for the Feltham in Bloom festival, we've painted walls, gone camping and co-run a family friendly festival in the local park across from the church.

We aim for a 'can do' environment where innovation and creativity are encouraged within the context of the team.

The staff community is warm and engaging with lifelong relationships being built.

## Information for applicants

### Remuneration

£26,000 - £30,000 per annum (based on experience)

### Hours of work

Working hours are Full-Time Monday to Friday with occasional Sundays when required.

We aim to support a healthy work/life balance and offer flexible working hours wherever possible.

### Flexibility

The role holder will need to be flexible to work on certain key dates within the church calendar, including:

Church Weekends away & Summer Festivals

Christmas & Easter services

AGMs (when required)

Sunday services (ad hoc)

Where additional hours are required for such events, these can be reclaimed as TOIL.

### Statement of faith

Christ Church Feltham is an Anglican Christian church. All applicants for this role should be in full agreement with our Christian faith, faith statements, and values, and be able to live and work in accordance with them. One area of the interview will therefore explore your active personal commitment to the Christian Faith. Applicants from other non-Anglican Christian denomination backgrounds are very welcome.

### DBS Check

Christ Church Feltham is committed to safeguarding every child who attends our activities. A satisfactory basic Disclosure and Barring Service (DBS) check will be a requirement once a conditional offer of employment is made to successful candidates.

### Member of Christ Church Feltham

It is expected that staff members will be active members of Christ Church Feltham including Sunday services.

### Travel requirements

Travel in the local area will be an essential part of the role and a car would be desirable. Occasional further travel will be required, for example Church Weekends away and summer festivals and so a valid driving license will be required.

### Applicants with disabilities

Applicants with disabilities will be welcomed. We are committed to making reasonable adjustments and addressing any individual support requirements for those successfully shortlisted for interview.

### Benefits

Enhanced annual leave - 25 days holiday per annum plus 8 bank holidays (where Christmas & Easter are work days these can be taken back as TOIL).

Work Pension - 8% total of which employer contributes 3%.



## Application process

To apply for this role, please send a copy of your CV and a Cover Letter to Revd Andy Watkins via [hello@christchurchfeltham.org](mailto:hello@christchurchfeltham.org) Please ensure that your Cover Letter demonstrates how you meet each item listed in the 'About You' section of the job profile.

The application deadline is midnight on 8<sup>th</sup> September 2019.

Interviews will be held during the week commencing September 9<sup>th</sup> 2019 and will take place at Christ Church Feltham, Hanworth Rd, Feltham TW13 5AB.

For informal enquiries about the role, please contact Sam Millard on [sam@christchurchfeltham.org](mailto:sam@christchurchfeltham.org)