

## Emmanuel Croydon, Operations Manager JD and Person Specification

<b>Title</b>	Operations Manager
<b>Contract and Hours</b>	Permanent contract with hours to be agreed (minimum 30 hours, maximum 37 hours per week). Working hours will include occasional evening meetings and, from time to time, weekends.
<b>Accountable to Line Manager</b>	Emmanuel PCC, Vicar Vicar / Associate Vicar
<b>Salary</b>	FTE salary of £26-£29k depending upon experience

### Role Purpose

The central responsibility of this senior staff managerial position is to implement the vision of the church through the oversight of the operational side of church life. The Operations Manager will be passionate about ensuring the smooth running of the operations of the church so that those who have been called to the ministry of prayer and the word (Acts 6:4) may give their attention to that task.

### Emmanuel Church - our vision

**To make disciples who follow Jesus each day, across all age groups, transforming families, communities and workplaces**

**Outcomes** for the Church's operational management are:

- PCC meets its responsibilities as a charitable body with regard to systems management, buildings and facilities management and maintenance
- Timely, effective parish administration and management
- Reliable well-maintained buildings and equipment
- Increase in facilities income, sufficient to cover costs as a minimum

**To achieve our vision** the PCC are committed to providing senior administrative leadership in the role of an Operations Manager

### Responsible for

- Ensure for the PCC ongoing compliance with key obligations and regular review to ensure value for money.
- Operational systems: for HR, membership data base and website management.
- The responsible corporate lead (not individual group lead) for: risk assessment, health and safety, food and hygiene, fire safety, buildings security, information security.
- Supporting IT and finance systems leads.
- Buildings maintenance and facilities management, ensuring that the church's use of its buildings and property complies with all necessary legislation and ensuring that property and equipment is properly maintained.

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- Line management of the Church Administrator and PA to the Clergy and Leadership Team and supervision of volunteers (for example in respect of Centre bookings, cleaning supplies etc).
- Effectively motivating and working with teams of volunteers.
- Enabling access to the office for volunteers and parishioners, in defined routine church office hours (this may be via other staff or volunteers).
- Regular reporting to the PCC and appropriate committees/teams, at least every 6 months.
- Compliance with Emmanuel Church's commitment to Equality, Diversity and Inclusion whilst undertaking the duties of the post.

### **Ongoing duties and tasks**

#### **Systems and Office Administration, including**

- To lead, develop and fully implement robust risk assessment, management, reporting and compliance.
- Fulfil or oversee the duties of the health and safety officer and manage processes and review of food and hygiene policies to ensure compliance.
- Fulfil or oversee the duties of fire officer, and to ensure compliance with fire safety procedures and each group or activity appoints a competent fire officer for each meeting.
- Oversee effective implementation of Human Resource (HR) policies and processes developed by the PCC's HR Committee.
- To support the volunteer IT expert lead in the development, management and maintenance of reliable and effective systems within the allocated budget.
- Fulfil or oversee the duties of the Information Security officer, to develop a compliant data security policy and plan, to ensure full implementation including registration and reporting requirements.
- To manage all parish records effectively, including the church data base, and ensure that is value for money and up to date.

#### **Governance Support (PCC)**

- Support the PCC and PCC secretary for example in the administration for the APCM and annual parish returns.
- Budget holder for the church office, ensuring spending is tracked within budget, and delivers value for money.
- To attend the Standing Committee as invited for the development of systems or reporting of activity.

#### **Building maintenance**

- Budget holder for all aspects of property maintenance, including church houses and ensure 'best provider' for utilities, contractor sources repairs and replacements, working with a team of volunteers who will guide strategy

Support the Fabric Committee in:-

- Managing maintenance and repair contractors and site visits and ensure best provider is used.
- The implementation of the Quinquennial report and development of a routine maintenance schedule of the Church, Centre and other Church owned property which is implemented within the PCC's agreed annual budget.
- To plan and prioritise a replacement schedule of capital equipment (excluding AV and stage lighting).
- Support the PCC Insurance officer with the information required at annual renewal, ensuring all Insurance Policies are up to date and provide sufficient cover for all of our activities. Make claims and implement repairs as directed.

#### **Facilities management**

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- Leading and managing the marketing, letting and use of church premises by external groups as well as the church's own groups.

### **Personal development and work life balance**

- Identifying your own personal development and training needs, for discussion with your line manager at annual review, implementing as agreed and reporting back.

This job description is not intended to be comprehensive. Other duties and tasks will be required and prioritised as they arise with the line manager.

### **The role is not responsible for**

Tasks that are seen as outside of the scope of the role are listed below for clarity

- Routine PCC administration such as agenda and minutes
- Financial oversight, management systems, controls and reporting to the PCC and APCM which all sit with the Treasurer (However, this role will have delegated responsibility for specific budgets)
- Safeguarding which sits with the Incumbent
- Development of Human Resources policy that sits with the Wardens
- Securing Insurance which sits with the PCC Insurance Officer
- Staff team ministry administration and communication which sits with each post holder
- Maintenance of AV and stage lighting, and management of the technical team, both of which sit with the Music and Worship post holder
- Helping out in the running of groups and activities, as these tasks are the responsibility of group leaders or other staff members.



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<ul style="list-style-type: none"><li>• There is a genuine occupational requirement for the holder of this post to be a Christian who will participate actively in staff prayers and share the worship including occasional leading corporate prayer.</li></ul>	
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