

Head of Operations for Emmanuel Church South Croydon

“For just as each of us has one body with many members, and these members do not all have the same function, so in Christ we, though many, form one body, and each member belongs to all the others. We have different gifts, according to the grace given to each of us...” (Romans 12:4-6)

Vision

Emmanuel Croydon seeks to be a place of unconditional welcome, Christ-centred revival and deep discipleship, for our generation and the next, in South Croydon and beyond.

Role Purpose

The central responsibility of this senior staff leadership position is to use your gifts to advance the vision of the church through the oversight of the operational side of church life.

You will oversee the operational management of Emmanuel Church by ensuring appropriate systems and structures are implemented. You will oversee the mobilising of resource within the church, both human and physical, to advance the vision of the church.

As part of this you will play a role in supporting the Vicar in the oversight of the Emmanuel Ministry Team (a mix of paid staff and dedicated volunteer lay leaders) by leading the strategic planning of the team

Week to week there is a fair amount of administration needed to ensure the smooth operational running of the church. While you will be responsible for undertaking administrative tasks yourself, it is hoped that over time you will be able to select and equip people from within the church family to take on more of this administration so that you can increasingly focus on providing strategic oversight.

Reports to John Adams (Vicar)

Direct Reports Operations Team x2:

- Officer Administrator
- PA to the Clergy and Leadership Team

Responsibilities:

Leadership in implementing Emanuel’s Vision

- Support the development (in collaboration with the Vicar + PCC) and implementation (alongside the rest of the Ministry Team) of strategic plans for furthering the church’s vision.
- Oversee and deepen the culture of ‘every member ministry’ within the church family. Ideally this will include recruiting a member of the church family to oversee volunteering in the life of the church.
- Oversee the church’s calendar of ministry activity.
- Regular reporting on progress in relation to strategic plans to Emmanuel leadership bodies.

Operational Oversight

- Oversee day-to-day operations of the church and its buildings. This includes oversight responsibility for: Accessibility; Risk Management; Health & Safety; Fire Assessment; Food Hygiene; Infrastructure; GDPR.
- Ensuring robust adherence to Diocesan Safeguarding policies across every ministry area (in collaboration with the Incumbent and the Parish Safeguarding Officer).
- Overseeing ongoing development of processes to support the growth of every ministry area.

- Lead on communicating and raising awareness of Emmanuel's events through in-person, print and digital channels, liaising with internal teams and volunteers.
- Provide support to volunteers in the areas of Administration, Facilities, Finance, IT, Safeguarding

Human Resources

- Oversee effective implementation of the church's Human Resource policies and processes
- Support the Vicar with implementation of routine HR processes e.g. staff recruitment and exit processes, staff annual review process, and accurate HR record keeping.
- Ensure staff and volunteer training is kept up to date.

Governance Support (PCC)

- Support the PCC and PCC secretary as required, for example in the administration for the APCM and annual parish returns.
- Support the Church Wardens in their administrative responsibilities.
- Attend the Standing Committee meetings (and prepare papers relevant to your role for consideration of the PC)

Finance

- Budget holder for the church office, ensuring spending is tracked within budget, and delivers value for money.
- Contributing to the finance team's administrative management of expenditure.

Facilities & Maintenance

- Manage and supervise the part time cleaning contract for the Church and Centre.
- As requested, provide support to the Fabric Committee in their management of all aspects of property maintenance for the church, Emmanuel centre and church houses.
- All aspects of management of the Emmanuel Centre, including revenue generation, and organisation of access for bookings and contractor visits as needed.

Personal development

- 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. During induction a detailed responsibilities list will be given to you. Other duties 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 agendas 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)
- 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.

Person Specification	Essential	Desirable
Faith	<ul style="list-style-type: none"> - There is a genuine occupational requirement for the holder of this post to be a committed Christian who is passionate about advancing the mission of the church. - Become a regular worshipping member of Emmanuel Church 	<ul style="list-style-type: none"> - Basic understanding of Church of England structures.
Education & Qualifications		<ul style="list-style-type: none"> - Degree level qualification in any subject - Post graduate management qualification - Project manager qualification
Experience	<p>Leadership</p> <ul style="list-style-type: none"> - Operational leadership experience at mid-level. - Strategic thinking skills <p>Governance Support</p> <ul style="list-style-type: none"> - Experience of working with stakeholders at all levels <p>HR</p> <ul style="list-style-type: none"> - Experience of the practical application of HR best practice and managing detailed HR processes (e.g., recruitment, performance management, employee relations cases) - Good working knowledge of UK employment law and GDPR legislation <p>Finance</p> <ul style="list-style-type: none"> - Experience of managing budgets <p>Communications</p> <ul style="list-style-type: none"> - Excellent communications skills, being able to lead the production of creative, clear and effective communications, - 	<ul style="list-style-type: none"> - Experience of (and the ability to) deliver print and digital material both online, including on our website and social media channels, and offline.
Personal Skills	<ul style="list-style-type: none"> - Proving leadership + people management skills. - Excellent communication skills - Excellent planning and time management - An initiative taker 	

	<ul style="list-style-type: none"> - Diplomacy, tact and assertiveness, able to work with volunteers at all levels and experienced at resolving disagreements and issues between teams - Friendly and welcoming, able to deal with matters of confidentiality, with sensitivity and compassion - Treats all people with respect and is committed to a diverse church community by ensuring equality, diversity and inclusion are integral to the role 	
Project Skills	<ul style="list-style-type: none"> - Proven track record in planning and implementing projects. - Writing documents that explain proposals succinctly and clearly. 	
General	<ul style="list-style-type: none"> - Competent IT skills including word processing, spreadsheets, , databases, and presentations. 	<ul style="list-style-type: none"> - Familiarity with ChurchSuite and Canva (or other design software)

Terms and Conditions

Hours

We offer a permanent contract of 37 hours per week. Working hours will include occasional evening meetings. There are options for flexible working arrangements.

Salary

£36k to £39k (Depending on Experience)

Pension

Workplace Pension scheme with the employer paying 3% of annual earnings over £6,240 and the employee contributing 5%.

Holidays

33 days (including 8 days bank holidays)

A requirement of the role will need the post holder to be available to work at Christmas, Easter and at other key times in the church's calendar (such as our Mayhem and Summer Rendezvous holiday clubs for children and older people).

Development

The church will pay for attendance at one training conference per year in agreement with your line manager.