

Operations Manager (July 2024)



WHO ARE WE LOOKING FOR?

We are seeking an Operations Manager who loves Jesus, aligns with our vision and ethos (this can be found on our webpage), and wants to use their strategic and administrative gifts to develop operating structures from the ground up: to future-proof our church's operations, to help enable the use of our buildings for mission, and to oversee the day-to-day management of the church. This is an opportunity to contribute to make a real difference in the lives of people who come into contact with CHBC.

We seek a self-motivated person, with a keen eye for detail, a can-do attitude and one who loves a challenge. You will be pastorally sensitive, have church or charity sector experience and preferably good financial literacy. You'll be a strong team player who will collaborate closely with the leadership team (trustees/deacons) to grow and develop in this role. Your work will include some weekends and evenings each month. The public-facing responsibilities in this role include being an ambassador for the Kingdom, reflecting the love of God to those with whom you come into contact, and providing prayer support when needed.

NOTE: We appreciate that not every applicant will have all the experience, skills or knowledge we deem essential and so are open to applications where a couple of areas of training may be required. We are also committed to supporting any incoming candidate to take on the various areas of responsibility via a tiered approach, to match their competency, as well as to support their professional development.

Job title	Operations Manager
Location	Castle Hill Baptist Church, Warwick, CV34 4EX
Hours of work	Up to 22.5 hours per week, with some flexibility over days according to the needs of the role. Term-time only may be considered. Home working is an option for some of the time. Two Sunday mornings and two Thursday evening meetings will make up part of your paid time each month. The minimum hours must cover the core responsibilities laid out. We are open to exploring various permutations with the right candidate. Please indicate this in your application.
Holidays	25 days, plus bank holidays, per year (pro rata)
Salary	Up to £30,000 pro rata (dependent on experience) with pension contribution and legitimate expenses reimbursed.
Contract	There will be a six month probationary period.
Pre-requisites	It's an occupational requirement for the post holder to be a practising Christian and to be in agreement with the Baptist Union's Declaration of Principle under Schedule 9 of the Equality Act 2010 (see our ethos statement on https://warwickbaptists.org.uk/work-with-us). Enhanced DBS check Eligibility to live and work in the UK Successful references
Reporting to	Church Secretary or Pastor

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Person Specification

	Essential	Desirable
Character	<p>A committed Christian, who supports the vision, values and ethos of CHBC</p> <p>Well-organised, pro-active, clear thinking, with a can-do attitude</p> <p>Trustworthy, confidential and reliable</p> <p>Relational, with strong emotional intelligence in building good connections with colleagues, volunteers and church members</p> <p>Desire to learn and grow personally, and to journey with the church</p> <p>Motivated to ensure you and others do their best for Christ</p> <p>Flexible and creative</p> <p>Personally secure and able to keep calm under pressure</p>	
Experience	<p>Experience in an administrative role</p> <p>Developing/leading projects, including those which deliver change</p> <p>Working autonomously, and as part of a team, gaining consensus, involving and motivating others to achieve great results within agreed timescales</p> <p>Ability to understand and ensure all CHBC policies and procedures are implemented</p>	<p>Serving in a similar church or charity sector role (not necessarily paid)</p> <p>Supervision of colleagues</p> <p>Liaising with suppliers to specify & purchase equipment/ consumables to required spec, within budget and to deadline</p> <p>Management of a budget</p>

	Essential	Desirable
Skills and knowledge	<p>Competent user of IT with an ability to learn</p> <p>Excellent interpersonal and communication skills (written, listening and oral)</p> <p>Able to take initiative and problem solve, taking a 'hands-on approach' as required</p> <p>Efficient, productive and pro-active</p> <p>Ability to work flexibly to ensure the effective operation of the church</p> <p>High level of attention to detail and passionate about quality</p>	<p>Able to set up / manage projection equipment; advanced skills on social media and website development; knowledge of Church Suite, Canva, G-Suite and finance software</p> <p>Knowledge and understanding of Safeguarding good practice and processes</p> <p>Development and releasing of teams</p> <p>Experience writing policies and user-friendly procedures to comply with law/guidance and/or formal funding applications</p> <p>Understanding of the Baptist way of life</p> <p>Knowledge of GDPR policies and procedures</p> <p>Knowledge of financial management systems</p> <p>Knowledge of health and safety requirements and regulatory inspections for buildings</p> <p>Knowledge of HR policies and procedures</p>
Other	<p>Clear enhanced DBS check (<i>carried out prior to starting employment</i>) and L2 safeguarding training</p> <p>Eligible to live and work in the UK</p>	<p>Driving licence</p>

Job Purpose

To work in close collaboration with the leadership team, taking responsibility to ensure all aspects of the church's operations are carried out appropriately, including developing and implementing processes and systems to ensure good governance, effective risk management, robust financial management, human resource development and effective internal and external communication. To develop the use and environment of our buildings. To line manage other administrative employees/volunteers, as well as be public-facing as the first point of contact for some callers and other businesses/organisations.

Principal Areas of Responsibilities

1. Operation and planning
2. Administration and support functions
3. Financial management
4. Governance and compliance
5. Communications and promotion
6. Facilities management
7. Human resources & volunteer policies

Key Responsibilities

Under each of these sections, some areas will be more developed than others within the life of the church. We seek someone who is willing to journey with us to structure the church in such a way as to bring this level of oversight into fruition.

1. Operation and planning

- Regularly meet with the Pastor (and potentially other leaders) to discuss the implementation of the church's strategy to enable the mission and vision of the church, and to pray together.
- Provide project management support to ensure the effective implementation of the church's plans.
- Support the Secretary, Treasurer and Chair in the preparation of leadership (diaconate) and Members' meetings, attend these meetings, and take minutes at the leadership meeting.

2. Administration and support functions

- Provide leadership to those working within the administrative structures, offering support and occasional cover, if necessary.
- Regularly review and, as necessary, revise/develop effective operational systems for the smooth running of church life. Ensure church records are filed and maintained accessibly and securely, including all aspects of G-Suite and Church Suite being kept up to date and used effectively.
- Coordinate the Annual Report and Accounts, including writing specific sections.
- Oversee the diary of the church, including management of Zoom.
- Review and coordinate the purchase of all goods and services, including insurance, to ensure cost effectiveness.
- Liaise with contractors and those making general enquiries, as required.
- Attend Sunday worship twice a month (as paid time) to develop relationships and gather information to effectively carry out this role.
- Ensure all the administrative functions of the church are fulfilled appropriately.

3. Financial management

- Working closely with the Church Treasurer/Finance Team (CTFT) to ensure honesty, integrity and transparency of all financial issues relating to the running of the church, ensuring there are appropriate systems, policies and practices in place for the effective management of the church.
- Ensure those managing finance on behalf of the church are supported in the activities they are running.
- Assist the CTFT with:
 - maintaining and using the church's financial systems. This will include book-keeping, gift-aid management, paying invoices / expenses, managing payroll, banking cash, setting up appeals in Church Suite;

- monitoring and evaluating income and expenditure, communicating the financial situation/need to the leadership team/church meeting via tri-annual reports, and help coordinate any fundraising initiatives;
- preparing the annual budget.

4. Governance and compliance

- Ensure the church is legally compliant in all areas, including health and safety, employment law, risk management, data protection, safeguarding, insurance, and licensing, either by leading or liaising with those already working in these areas. Ensure the appropriate policies, processes, systems and training are in place, being documented, implemented effectively and regularly reviewed.
- Keep abreast of new and changing legislation, policies and guidance that might affect the church from the Charity Commission, the Baptist Union of Great Britain (BUGB) or other statutory bodies, ensuring these are brought to the attention of the leadership team and appropriate action is taken. Work with the leaders to implement any new changes/systems that may be needed.
- Ensure submission of returns and other official reporting to external organisations, such as BUGB Annual Returns, Charity Commission Annual Report and Accounts.
- Oversee the submission of the Annual Report and Accounts.

5. Communications and promotion

- Help promote the church in a positive way that reflects the love of Christ for all people — to the church family and the wider community.
- Oversee communications within the church, including the production of our fellowship booklet, the weekly 'CHBC News' e-letter, the timely and accurate forming of rotas, children and youth work registers and essential information, and the communication of this information in appropriate ways.
- Oversee the processing of general emails and post.
- Ensure consistent church branding in all forms of communication and support end users in accessing updated versions in appropriate formats. Ensure all signage and external displays are visible, legible and reflect the clear message we want to convey.
- Develop our ability to communicate well with those with specific disability needs.
- Develop our presence within the town through the many forms of media and local organisations available to us.
- Develop external communications, including the CHBC website and social media pages.
- Ensure visual displays are kept up to date, with appropriate signposting for charities/helps outside of the church (e.g., addiction support, food bank, mental health services), supporting those who need guidance in these areas.

6. Facilities management

- With the Property Team, ensure all the facilities are legally compliant, safe and fit for purpose.
- Oversee the implementation of an effective, efficient and welcoming service that reflects the churches ethos to all users so that, as far as is possible, all groups have a good experience.
- Manage or oversee:
 - the use of the buildings and facilities including the heating system;
 - any bookings for external and member events;
 - the rental of the Smith Street flat and Gerrard Street flat.
- Work with the leadership to develop our strategy for the use of our buildings in line with our mission and ethos, helping to increase our income.
- Manage the IT and telecoms functions and general office maintenance.

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- Ensure the key holder and alarm code register are maintained.

7. Human resources & volunteer policies

- Help maintain a positive, Jesus-centred work environment.
- Line management of the church administrator (7.5h p/w), supervision of the cleaning team, and any volunteers working within the administration of the church.
- Formulate and review policies and procedures for staff and volunteers, conducting risk assessments as required, and advising on new areas of development inline with up to date legislation and best practice.
- Work with group leaders to develop/update simple role descriptions and volunteer agreements for different areas of service within the life of the church in line with best practice. Develop a system for the promotion of roles and access to this information.
- Ensure all staff and volunteers understand the policies and procedures and know how to apply them appropriately to help develop their potential and the potential of teams.
- Advise the leadership by identifying training needs within the church and develop, or commission, training programmes to meet those needs, promoting them effectively.
- Work with team leaders to be a point of contact for volunteers within the church, 'sign-posting' to others or providing advice for any problems or concerns that may arise.
- In coordination with the Employment Group and Finance Team, maintain staff records (contracts, offer letters, salary, leave, sickness etc.) and oversee HR tasks including, but not limited to, managing pension plans, payroll, annual leave and employee inductions.
- Be willing to offer spiritual support to members or callers in cases of urgent need. Be willing to speak about faith in an appropriate manner. Take part in the prayer life of the church and lead devotions, as required.

This job description is subject to regular review and development as is required by the role.

ABOUT US

CHBC is a church in the centre of Warwick with a membership of 77, a wider congregation of 120, with further reach through our community groups. We are a relaxed and welcoming evangelical church, passionate about introducing others to Jesus, particularly children and young people and stepping out as 'beacons of hope' wherever God sends us. A range of meetings and activities take place across the month in addition to the main Sunday morning worship. We partner with other churches to provide Foodbank and debt counselling services.

As a Baptist church, we operate a congregational model of governance (Members' meetings). From our Members, a group of deacons is elected to represent, discern direction (in partnership with the Members), lead and support the fellowship in presenting the gospel and God's Word to the wider community, acting as legal stewards.

The church is committed to developing its work with young people, partnering with Thrive Youth Ministry. We also take seriously our responsibility for creation care by working in association with A Rochá's Eco Church project.

Paid roles in the church (in addition to this one) comprise the Pastor (Rev Kevin Johnson) and a part time administrator.

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Our mission is:

To grow followers of Jesus, who make followers,
transforming lives with the good news of Jesus.

Our vision is:

To be a beacon of hope in Warwick and beyond.

There is much potential to develop the use of our buildings, both by supporting the groups already using them as well as attracting new users. We currently have a modern church building with a fully-fitted café space and a large hall on the next street. We also have two flats—one above the cafe, the other in a flat adjoining the hall.

For more about what happens at CHBC, see our website: <https://warwickbaptists.org.uk>