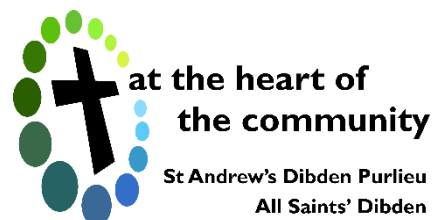


Role Profile – Operations Manager, Parish of Dibden



The Operations Manager is a new role within the Parish of Dibden, responsible for overseeing the efficient running of this vibrant church with two church buildings, plus St Andrew's Centre and Coffee House.

We are looking for an experienced manager to resource and coordinate operations, to implement the right processes across the organisation, to provide a caring and efficient experience for all those with whom we come into contact, to ensure the smooth running of the centre infrastructure and strengthen the outreach of the church.

The successful candidate will work with the Rector and PCC to implement the vision and strategy of the church. They will lead and manage employees, volunteers and resources to support the church as we seek to live out our Christian faith at the heart of the community.

Responsibilities:

OPERATIONAL

- Review and oversee the operational and administrative functions for Dibden Churches and St Andrew's Coffee House Limited
- Work with volunteers and the PCC to arrange and manage a range of events to connect with the local community
- Ensure people work within best practice and that our work is safe and compliant with the latest regulations
- Facilitate the effective integration of staff and volunteers into the life of the church.
- Work with the Fabric & Maintenance team in the development and management of the church buildings and prospective reordering projects
- Ensure DBS checks and Safeguarding training are completed for all appropriate staff and volunteers

ADMINISTRATIVE

- Oversee and ensure the smooth running of the day-to-day operations of the church office
- Identify, plan, implement, monitor and review policies and systems to streamline our ways of working
- Assess our record keeping system to ensure it is accurate, efficient and comprehensive, making changes where necessary
- Support staff & volunteers in best use of IT, ensuring compliance with GDPR in the storage and use of personal data
- Assist the church in applying for the A Rocha Bronze level Eco Church Award and progressing further through the Award system
- Review the effective use of communications, including the use of the website and social media

- Manage the event calendar, communicating events to the congregation and ensuring clashes are avoided
- Liaise with the PCC Secretary and Treasurer to ensure that reporting to the Charity Commission is on time and up to date
- Support the Coffee House Directors in updating Companies House records

FINANCIAL

- Support the Treasurer with financial controls and management accounting
- Review and approve operational invoices and forward them to payment
- Review and oversee the procurement of a wide range of goods and services purchased to support the operation of the parish
- Review banking arrangements for St Andrew's Coffee House Limited and implement changes where necessary

HUMAN RESOURCES

- Line-manage our Senior Administrator, Cleaner, Caretaker and Evening Caretaker and any other staff as appropriate
- Develop and implement best practice for volunteer safer recruitment
- Perform HR duties such as safe recruiting, selecting and scheduling employees
- Perform quality controls and monitor staff KPIs
- Work with the Diocesan Human Resources Manager to support staff on employment related issues
- Review and keep up to date our employment policies

Any other duties as and when required.

Personal characteristics and skills:

- Christian who identifies closely with the values and mission of Dibden Churches
- Committed to serving and equipping the church to be effective in discipleship and outreach
- Excellent team player, able to support and build up colleagues and volunteers to thrive in their individual roles
- Demonstrates outstanding skills in resilience, flexibility and self-awareness
- Strong emotional intelligence with the ability to manage people and deal with the 'people' side of problems
- Excellent interpersonal skills
- Excellent written and oral communication skills
- Excellent organisational skills, including organisation of self and others

QUALIFICATIONS AND EXPERIENCE

- Demonstrable experience of good organisational administration
- Demonstrable experience of leading others successfully, including the management of and interaction between paid staff and volunteers
- Educated to a minimum of A-Level/ HND standard with excellent written English and numeracy
- Experience of organising events for large numbers of people

KNOWLEDGE AND UNDERSTANDING

- High level of competence in Microsoft Office applications. Capability to quickly learn new IT applications
- Good understanding of essential Health and Safety regulations and willingness to learn and apply this to the range of activities within Dibden Churches
- Good understanding of the principles of Safeguarding of children and vulnerable adults and a willingness to develop a thorough working knowledge of Safeguarding

WORKING PATTERN

- Willing and able to work flexibly, recognising that Church life does not fit normal office hours. You can expect to work occasional evenings and weekends, attending meetings or events, taking time back in lieu as appropriate

Terms and conditions:

- There is a genuine occupational requirement under Schedule 9 of the Equality Act 2010 for this post to be held by an active, practising Christian
- The role is full-time, Monday to Friday, 37.5 hours per week
- Salary is dependent on experience, but in the region of £30,000 - £40,000 per annum, plus NI, pension contributions and expenses
- You are entitled to 22 days annual leave, plus public holidays
- The appointment may be subject to a DBS check
- There will be a six-month probation period. On successful completion of the probationary period, this will become a permanent post