

# Operations Manager

## Job Description and Person Specification



### Who we are (Story and Vision)

Christ Church Dartford is a diverse and growing church community, poised for an exciting future. We are embracing the challenge from our diocese to change, serve, and grow, and we're seeking a talented Operations Manager to help us achieve this vision.

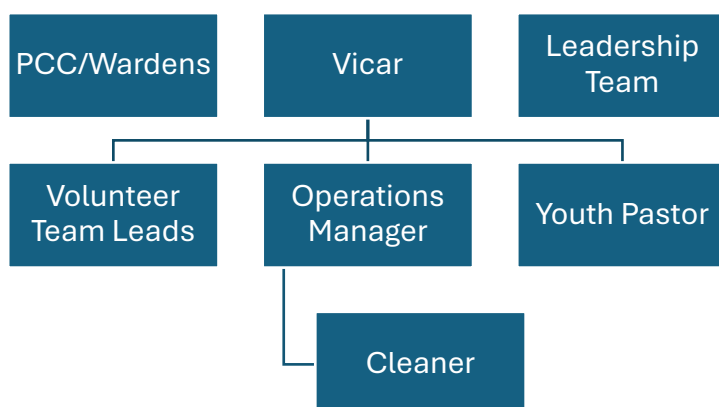
The congregation at Christ Church is drawn mainly from the people of the West Dartford area, with some from further afield. The congregation covers a broad range of ages with a large proportion of families, some with teenage children (our church membership is currently at 189 adults and 61 children). We have a core of members who are actively involved in leading or coordinating various activities in the Church and the Parish. At the same time there is a need to recruit more helpers for church activities.

As we navigate this period of growth, we are looking for someone who can support what we are doing and bring fresh ideas and innovation to our team. The ideal candidate will be passionate about our mission to be a place where people encounter God and grow as followers of Christ, a place known for healing, prayer, and discipleship training.

This is an incredible opportunity to make a real difference in our community and help shape the future of Christ Church Dartford. If you're ready to join us on this exciting journey and are not shy of getting stuck in at all levels, we encourage you to apply.

### Overview of the role (How it fits in)

The Operations Manager will be an integral team player who will be line managed by the Vicar.



## Key Responsibilities (What you will be doing)

### Operations

- Assist and work with the vicar and leadership to help see the vision become a reality.
- Use ChurchSuite to manage the following:
  - Service & Team rotas
  - Church calendar
  - GDPR compliance and image consent
  - Members list and flows
  - Church Electoral Roll
- Administration and bookings for occasional offices (funerals, weddings, baptisms and Banns of Marriage).
- Compile annual Stats for Mission and other impact reports.
- Producing and printing orders of service for special services.
- Manage Hall/Church bookings, contracts and key holders.

### Buildings and Facilities

- Organ/piano annual tuning/service.
- Oversee church cleaning.
- Oversee Church Hall cleaning contractors.
- Work with the Buildings Team to ensure that action points are followed up. Attend meetings where necessary.
- Issue and manage keys for church buildings.
- Management of church storage areas.
- Oversee church heating.
- Oversee waste management within church and hall.
- Ensure stock replenishment of cleaning materials, toilet rolls, communion wine etc.
- Ensure that regular audits of buildings and grounds are done.

### Contracts and Compliance

- Oversee insurance renewals and claims
- Ensure key contracts are in place and are competitive (energy, photocopier etc)
- Submit utility meter readings to our energy suppliers
- Manage CCLI and other licences
- Ensure annual inspections are completed (gas safety, electrical safety – in cooperation with Buildings Team)
- Compliance with CofE and Diocesan policy and guidance.
- Assistance with our compliance with HSE/COSHH/RIDDOR

### Communications

- Monitor and action church phone and email enquiries
- Lead the communications process:
  - Produce the weekly news sheet/email
  - Produce the quarterly 'What's On' programme
  - Social media platforms
  - Church website
  - Comms campaigns

## **Finance and Fundraising**

- Manage booking invoices and monitor payments
- Assist with identifying and applying for grants
- Assist the Treasurer and Vicar with the annual budget to help set realistic budget levels.

## **Human Resources**

- Work with Safeguarding Officer and Vicar to implement and enhance safer recruitment process and ongoing people management.

## **Skills and Experience (Person Spec – Desirable and Essential)**

Each of the following criteria will be assessed via: (a) application form; (i) interview. For the right candidate, appropriate training may be provided for missing desirable qualifications.

### **Qualifications**

#### ***Essential***

- Good standard of English and Maths (equivalent to GCSE) (a/i)

#### ***Desirable***

- Safeguarding training/experience (a/i)
- Financial management training or qualification (a)
- Awareness of Health and Safety legislation (a/i)
- HR qualification or knowledge (a/i)

### **Spiritual & Personal**

#### ***Essential***

- A person of integrity who can respect matters of confidentiality (a/i)
- A person rooted in prayer, attentive and obedient to the voice of God (a/i)
- Ability to take responsibility to ensure tasks are completed (a/i)
- Good with detail, completer/finisher, but also able to facilitate the work of others (a/i)
- Ability to build good relationships and maintain them while being persistent to ensure that the work gets done (a/i)
- Shares the values and ethos of the Church of England and New Wine network (i)
- A proven problem solver with resilience and flexibility (a/i)
- A good sense of humour and fun (i)
- Reliable and proactive team player (a/i)

#### ***Desirable***

- A member of the Church of England (a)

## IT Skills

### **Essential**

- Proficient using Microsoft 365 (Word, Excel etc) (a)

### **Desirable**

- Proficient using ChurchSuite and other organisational applications (a/i)
- Competent in web-based communication applications (HTML3, Canva, Social Media Platforms etc) (a)

## Knowledge and Skills

### **Essential**

- Experience managing volunteers and staff teams (a/i)
- A good and effective communicator (i)
- Able to prioritise tasks and manage own performance (a/i)
- Excellent personal organisation and administrative skills (i)
- Ability to work in a busy shared use office (a/i)

### **Desirable**

- Experience managing budgets (a/i)
- Experience of working in a church context (a/i)

## Terms and Conditions (pay, hours etc.)

<b>Reports to</b>	Vicar
<b>Location of employment</b>	Flexible, but primarily on site at Christ Church Dartford. Some travelling may be involved (New Wine Leadership Conference and other events).
<b>Basis of employment</b>	Part Time – 21 hours per week. 6-month probationary period.
<b>Working days</b>	Whilst there is some flexibility in working days, it is envisaged these would include Wednesday and Thursday mornings on site. Occasional weekend or evening work may be necessary as part of this role. e.g. events and occasional PCC meetings.
<b>Salary</b>	£13ph - £15ph dependent upon experience. (£14,193 - £16,380 per annum).
<b>Annual Leave &amp; benefits</b>	25 days pro rata plus bank holidays. Pension Scheme.

### **Other Terms:**

We hope that the postholder will be an active member of Christ Church including regular Sunday attendance.

**The wider work in ministry means there is a genuine occupational requirement that the post-holder be a practising Christian.**

The appointment will be subject to satisfactory references.