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| Name of Organisation | Community Church Bishops Stortford |
| Job Title | Operations Manager |
| Responsible to | Overseeing Elder |
| Accountable to | Trustees  |
| Hours | 24 hrs a week  |

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**Role Summary**

The Operations Manager role is at the core of the Community Church administrative function, and central to the delivery of the vision of the Church.

The Operations manager will have responsibility for the oversight and development of all administrative, financial, facilities management, governance, compliance, and human resource policies, procedures and systems.

The individual will be an active community member in regular participation in the wider life of the church, working closely with other staff and volunteers to shape not only the administrative life of the community, but also the social and spiritual aspects.

**Essential Duties & Responsibilities**

Physically located at the Charis Centre: Monday, Tuesday, Wednesday, Thursday and Sundays providing continuity of connection, progression of conversations and availability for ad hoc involvement and consultation. No more than 10 Sundays should be booked as holiday within any calendar year.

Hours: 9:30am - 2:30pm Monday – Thursday, and 9:00am - 1:00pm Sundays (24 Hrs per week). Potential to increase with proposed projects and growth. Flexibility can be discussed if it allows for a carer to access employment (school runs etc.)

Out-of-hours attendance at Ministries Leadership Team / Trustee / Eldership or other Community meetings for the purpose of operational administration will be regularly required. These events shall be accounted for as working hours permitting time off in lieu.

Duties & responsibilities include but are not limited to:

**Management of Staff**

* Contractual arrangements incl. Flexible working applications
* Holiday bookings
* Absence reporting
* Operational 1:1 with Staff against job description targets as agreed with eldership
* Staff handbook / Helpdesk maintenance, updates and application
* Policies and procedures updates and reviews

**Operational co-ordination**

* Maintaining Calendar, planning & co-ordination
* Identifying opportunities for improvement
* Comms planning (not content), oversight and co-ordination
* Oversight of compliance and governance activities
* Co-ordination & planning of events
* Logistical oversight of Sunday operations

**Facilities**

* Budget management
* Maintenance schedule and action of works
* Proposals for improvements
* Co-ordination with teams on works
* Oversight of Insurance, (buildings and public liability) & Utilities
* Direct management of caretaker and cleaning staff / contractors
* Overview of hiring strategy, financial models for improvements associated with hiring and return on investment

**Finance**

* Oversight of Budgets
* Liaison with Finance team
* Defining & development of financial reporting
* Presenting financial models for proposed activities

**Communications**

* Central point for operational communication for staff and ministry teams

**Secretary to the Trustees**

* Scheduling & Planning meetings
* Co-ordinating input
* Expediting actions
* Communication of Operational matters to Trustees

**Person Specification**

Essential Competencies / characteristics

* Flexible and capable of undertaking a wide variety of tasks simultaneously
* Proven ability to manage budgets
* High level of computer / IT literacy
* Highly solutions oriented
* Excellent written and verbal communication
* Excellent interpersonal skills
* Self-starter, able to work on own initiative with minimal supervision.
* Shows confidence in self and an ability to motivate others to perform well
* Committed to the vision, values, and cultures of CCBS
* Demonstrates a vibrant personal relationship with Jesus
* Attention to detail whilst maintaining big-picture view

Desirable qualifications / experience

* Previous line-management / H.R. experience highly desirable

This role carries a Genuine Occupational Requirement (GOR) for the post holder to be a Christian and to subscribe to the doctrinal statements of the Evangelical Alliance UK

The Community Church Bishops Stortford is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment