JOB

DESCRIPTION



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| **JOB TITLE Operations Manager**  **LOCATION St Martin in the Bull Ring**  |
| **PURPOSE OF JOB: To provide leadership and management of the resources for all church activities with particular responsibility for commercial activities consistent with and to enable delivery of the St Martin’s Church mission and vision.** |
| **RESPONSIBILITY LINKS**Reports to: Rector or the Director of Care and Discipleship Responsible for:, , Finance Officer, Operations Team Leader and Tea Lounge Staff |
| **SPECIAL CONDITIONS:** * **This post carries a Genuine Occupational Requirement and therefore carries an exemption under the Employment Equality (Religion or Belief) Regulations 2003.**
* Working outside normal office hours will be required- the Church operates seven days a week
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| **MAIN ACTIVITIES:**1. To ensure the efficient operation of all aspects of the church’s life are delivered to a high standard and are in accord with policies and procedures and the vision and values of the church.
2. To market and promote St Martin’s to potential commercial users of the building and represent the Church and its vision to potential and existing customers and to promote and develop the tea lounge.
3. To manage the overall church budget and day to day financial operations.
4. To supervise, manage and be responsible for the performance of the Operations Team Leader and Finance Officer
5. To supervise and manage the permanent staff working in the tea lounge To support the core values and activities of St. Martin’s

DETAILED ACTIVITIES: A:1. Manage the maintenance of all of the church premises including liaison with Church Wardens and Church Architect on fabric matters including implementation of the quinquennial report.
2. Ensure all aspects of health and safety, cleaning, security and risk assessments are fulfilled
3. Oversee the implementation of all service contracts and review of all contracts as and when appropriate.
4. Make regular reports to the PCC on the operational activities of the church
5. Promote, develop, monitor and manage and take bookings for both the meeting rooms and Church space to ensure income levels achieved
6. Promote, develop, monitor and manage the tea lounge

B:1. Oversee preparation of annual budgets and present complete budget to Finance Forum/PCC for agreement.
2. Effectively manage all commercial budgets on a regular basis.
3. Report regularly to the Finance Forum on actual v budget
4. Develop business opportunities to grow current and new income streams for the mission of the church.
5. Liaise with Auditors in preparation of annual accounts.

C:1. To be responsible for the completion of work assigned to the staff under their care through management and supervision of relevant staff in line with the policies and procedures of St Martin’s.
2. To undertake performance and one to one reviews as appropriate keeping careful notes of relayed messages and actions both for staff and volunteers.
3. To maintain all job descriptions, employee specifications and risk assessments.
4. Ensure all staff personnel records are accurate, complete and securely stored.

5. Ensure that all training is relevant, planned and reviewed for quality of provision and delivery of results6. To effectively engage with, motivate and delegate tasks to those over whom they have responsibility in line with their job descriptions to meet the operational objectives of the church7. To take part in any meetings for those staff with supervisory responsibility.8. Assist in the recruitment and induction of new staff and volunteers.9. Coordinate, support and training for al volunteers assisting with operational matters.10. Ensure all staff policies are up to date and implemented.D:1. To be aware of the vision of St Martin’s.
2. To act at all times with a demeanour and manner that is in line with the core values of the vision document.
3. To be an effective team player within the wider staff team and volunteers of the church community Be able to advise and guide direct reports and enquirers as to the core tenets of the Church in general and St. Martin’s in particular.
4. Be able, when required to effectively promote the activities of the church.
5. To complete ad-hoc duties and tasks commensurate with the grade and responsibility of the position.
6. Assist in any other appropriate activities as directed by the Rector or the Director of Care and Discipleship.
7. Ensure a safe, secure and clean working environment including when appropriate to be responsible for opening and securing of the buildings and offices.

**PERSON SPECIFICATION** **The successful candidate will be able to demonstrate the following qualities**1. Commitment to the Christian faith
2. Management, marketing, leadership and strategic skills with a good understanding of customer service and events management**.**
3. Ability to act at all times with a demeanour and manner that is in line with the core values of the vision document.
4. An effective team player within the wider staff team and volunteers of the church community
5. Ability to work flexible hours across the whole week including weekends and evenings

1. Awareness of issues relating to basic Health and Safety and either some qualifications or an able to demonstrate the ability to learn this.
2. Flexibility, an ability to learn and an enthusiasm for the role
3. A commitment to responding to the needs of people from a wide range of backgrounds, cultures, economic circumstances and emotional states and delivering a great experience for all users of the building.

 **TERMS AND CONDITIONS**1. 22.5 hours to be worked per week as required (but to an agreed schedule)
2. Salary of £21 k (35k FTE pro-rata)
3. 25 Days holiday, plus bank Holidays or time in lieu plus 3 days at the discretion of the PCC
4. NEST Workplace pension scheme (more details available)
5. Place of work is St. Martin in the Bull Ring Church

**DATE PREPARED: 9 November 2017** |
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