

ROLE & RESPONSIBILITY STATEMENT (Job Description)

Job Title:	Operations Manager	Salary:	£22,500 - £25,000
Reports To:	Mark Bullen	Hours:	37.5hrs

OVERALL PURPOSE OF JOB:

The Operations Manager (OM) exists to enable the practical administration of Hope Church meetings, communications and facilities.

PRINCIPAL RESPONSIBILITIES:

1. Communication
2. Diary Coordination
3. IT
4. DBS
5. Sunday & Events
6. HR
7. Building Management
8. Connecting People
9. Office Support

JOB CONTEXT, MAIN ACTIVITIES AND SCOPE:

1. Communications

- Ensuring a high standard of online presence by:
 - Maintaining the website with up to date information, event adverts, latest preaches etc
 - Developing our Social Media accounts and thereby marketing the church well
- Regular mailings to the church (such as the church update), small group leaders and key volunteers, to provide information, materials or to meet specific requests.
- Liaising with the communications team over requirement for publicity both external and internal.
- Ensuring the Sunday & hub display and notices are available.
- To keep leaflets in hub relevant and equipped.
- To communicate with those outside Hope of potential events they may be interested in.

2. Diary Coordination

- Work with the Church Leadership to produce a long term plan of church diary
- To ensure that the church calendar avoids both internal and external event clashes where possible and to highlight to the Elders of any deliberate clash decisions which may be required.
- To organise the calendar and bookings of the hub, by:
 - Receiving and resolving bookings enquiries by HCCW, HubCP and the general public.
 - Instructing church maintenance person to make bookings for external services (e.g. window cleaners, PAT testing).

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- To assist the employed Elders in coordinating their diaries.

3. IT

- To champion the use of Churchsuite within the Church.
- To ensure Churchsuite is kept up to date and that various ministries are recording and keeping information up to date (e.g. Life Groups, Children's and Youth work).
- To set up, or delegate how to use Churchsuite for events (e.g. Sizewell, SSL, YWA, Epic etc).
- To train others in the use of Churchsuite.
- To provide reports to the Elders.
- Liaise with the IT consultants over software & hardware provision
- Look after Office 365 cloud server

4. DBS

- To oversee volunteers who undertake DBS input.
- To ensure those who require a DBS hold are aware and have provided the information required.
- To check that DBS's are updated on a regular basis.
- To ensure that the DBS church system is run in line with our vulnerable people policy.

5. Sunday & Events

- To ensure that there are no rota clashes occurring on a Sunday.
- To liaise with the Duty Manager over who is serving.
- To ensure that all supplies are available for the Sunday teams.
- To organise events which are held by HCCW by
 - Organising appropriate publicity
 - Ensuring materials (such as badges and notes) are provided
 - Recruit suitable teams

6. HR

- To monitor/coordinate training for staff and volunteers
- To manage staff reviews
- To undertake all induction and exit procedures for starters and leavers
- To monitor the training budget

7. Building Management

- To ensure that building maintenance is undertaken through the management of the maintenance person and external contractors (e.g. PAT Testing and window cleaners)
- By working with the maintenance person and cleaner ensure the building is at standard
- Assist in building development projects by working with Elder responsible
- Negotiate and establish suitable utilities contracts
- Monitor the building budget

8. Connecting People

- Assist in new people being connected
- Ensure details for new people are put into Churchsuite
- Contact new people at suitable times
- Monitor volunteers and help people connect to teams

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9. Office Support

- Attend staff & prayer meetings.
- Central point of reception for telephone / email enquiries.
- Supporting different ministry leaders to administrate their areas of responsibility - for example, teaching how to create rotas.
- Creation and distribution of staff meeting minutes.
- Other office chores such as printing of materials & leaflets.
- Assisting with Event coordination.
- Ordering of supplies as needed.
- Arranging Exploring Hope.
- Attend trustees meetings
- To check all relevant policies are in place and review when applicable

DECISION MAKING AUTHORITY INCLUDING FINANCIAL:

- Up to £250 within budgets allocated.

LINE MANAGEMENT RESPONSIBILITIES:

- Maintenance Person
- Volunteer Administrative Support
- Debbie administration 10hrs time

JOB KNOWLEDGE & EXPERIENCE: Indicate the only essential background qualifications, education, skills AND aptitudes, specialist training and experience necessary to perform the job competently

The OM will have the following skills:

- Able to pay attention to detail.
- Excellent oral and written communication skills.
- Approachable with good interpersonal skills.
- Volunteer recruitment.
- Supervision of volunteer and volunteer teams.
- Able to prioritise and work to deadlines.
- Highly competent in IT, especially with Microsoft Office & Churchsuite.
- Organisation and Time Management skills.
- Marketing and Social Media experience
- CMS, wordpress beneficial
- Willing to learn and take on new ideas and working practices.
- Ability to accept and act upon constructive criticism.
- Be a member (or desire to become a member) of HCCW
- Be in agreement with our church values and the Evangelical Statement of Faith

**Roles & Responsibility
Statement Agreed by
Job Holder**

Signed

Date

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Agreed by Line Manager	Signed	Date
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