



## **Operations Director**

**Reports to:** To be confirmed

**Location:** Pattern Church, Swindon

**Salary:** £35,000–£45,000 per annum (dependent on experience)

**Contract:** Full-time (40 hours per week), permanent. *Part-time hours may be considered for the right candidate.*

**Pension:** Workplace pension available

**DBS:** Required

**Line Management:** Bookkeeper, event hosts, and volunteers (to be confirmed)

### **Role Context**

Pattern Church was launched in December 2018 as a Revitalisation Trust Resource Church with a vision of *inviting people into family to serve Swindon*. Since then, the church has grown rapidly, planted two new churches (The Well and The Light Church), and become a hub of mission and community life across the town.

You will join a committed and growing team that includes two full-time clergy, Joel Sales and Kaf Smith, a developing Rising Generations team, and team members who serve in ministries such as Growbaby, providing baby essentials to local families in need, and Crosslight Advice, providing face-face debt advice and money education. We also have a dedicated Ukrainian Pastoral Worker and train curates for church planting.

We are living in a moment of remarkable spiritual opportunity. Research shows a sharp rise in openness to faith among younger generations, something we see reflected in our own ministry and growth. The opportunities before us are significant, and the **Operations Director** will play a pivotal role in enabling us to step into this season with confidence and clarity.

### **Working Environment**

Our team culture is shaped by GRACE—we are Growing, Reliant, All-in, Championing, and Expectant. Everyone gets involved. There is a clear sense of what we're trying to achieve together in serving God and helping people find and grow in faith in Jesus.

### **Role Purpose**

The **Director of Operations** is part of the leadership of the church, providing the organisational, financial, and strategic backbone that enables mission and ministry to flourish.

They will work closely with the Senior Leader, Trustees, and wider staff team to turn strategic vision into practical reality, ensuring strong governance, robust systems, sound stewardship, and an effective, faith-filled culture across all areas of church life.

## **Key Responsibilities**

### **1. Strategic Leadership & Governance**

- Partner with the Senior Leader and Trustees to shape and implement the church's strategic plan.
- Act as the operational lead for governance, ensuring compliance with all legal, charitable, and Church of England requirements.
- Serve as Company Secretary (if appointed) and oversee Charity Commission and Companies House reporting.
- Support effective team meetings, including agendas, reports, and follow-up actions.
- Develop risk management frameworks and ensure they are reviewed regularly.

### **2. Operations & Systems**

- Design and oversee efficient operational systems, processes, and policies that enable ministry to run smoothly.
- Manage office administration, records, insurance, and contracts.
- Oversee data protection (GDPR) compliance and digital security.
- Produce and maintain key organisational metrics and reporting dashboards.

### **3. Finance**

- Lead the church's financial management in partnership with the Treasurer and Finance Committee.
- Oversee budgeting, forecasting, cash flow, payroll, and financial reporting.
- Manage the bookkeeper and financial systems (Xero).
- Ensure compliance with charity financial regulations and good practice.
- Administer giving, Gift Aid, and fundraising for major projects.
- Contribute to income generation and financial sustainability through grants and partnerships.

### **4. HR, People & Culture**

- Oversee HR processes, recruitment, induction, and ongoing development for staff and volunteers.
- Ensure employment law compliance and best practice.
- Foster a healthy, collaborative, faith-filled team culture that reflects our values.
- Support staff wellbeing, performance, and pastoral care through regular appraisals and development plans.
- Coordinate volunteer onboarding and training, enabling the church family in their gifts and serving.

## **5. Facilities & Buildings**

- Manage the upkeep, maintenance, and development of church and office spaces.
- Liaise with contractors, suppliers, and professionals on maintenance, utilities, and insurance.
- Manage the bookings system and coordinate event hosts.
- Lead capital projects and liaise with architects and the Diocese where required.
- Ensure health and safety compliance, risk assessments, and accessibility standards.
- Champion environmental stewardship and sustainability initiatives.

## **6. IT, Communications & Events Support**

- Oversee the church's IT systems, infrastructure, and equipment (in collaboration with staff and volunteers).
- Support effective communication systems within the team and with the congregation.
- Coordinate operational support for large events, conferences, and key church gatherings (e.g. Christmas, Easter, Focus).

## **7. Safeguarding**

- Provide administrative and operational support to the Safeguarding Officers, ensuring all policies, systems, training, and DBS checks are current and compliant.

## **Person Specification**

### **Essential**

- Proven ability to manage complex operations at both strategic and practical levels.
- Strong leadership and people management skills.
- Strong financial acumen with experience managing budgets, preparing reports, and effectively communicating financial information to staff, leadership, and other stakeholders.
- Confident decision-maker with strong problem-solving and organisational ability.
- Skilled communicator, able to build trust and lead through collaboration.
- Highly skilled in Microsoft Office, G Suite, and digital systems (preferably Xero, or similar).
- Experience in project management and/or change management.
- High levels of integrity, confidentiality, and personal resilience.
- A servant-hearted, proactive, and flexible approach.
- Fully committed to the vision, values, and mission of Pattern Church.

## **Desirable**

- Part of the Pattern church family.
- Experience in a church, charity, or faith-based organisation.
- Understanding of Church of England structures and governance.
- Knowledge of charity law, GDPR, HR, and safeguarding frameworks.
- Experience of managing volunteers.
- Awareness of sustainability and environmental best practice.

## **Behavioural Competencies**

- **Accountability:** Taking ownership to achieve quality outcomes. Dedicated to our work, admitting mistakes and learning from them. Honest and always acting in the best interests of individuals and the organisation. Honouring of other people.
- **Delivery:** Demonstrating a 'can-do' approach, delivering 'fit for purpose' quality in all we do. Following processes and responding positively to change and continuous improvement.

## **Accountabilities**

- Ensuring operations, systems, and governance enable the church's vision to flourish.
- Providing high-quality, transparent financial and operational information for effective decision-making.
- Supporting and motivating staff and volunteers to deliver strategic goals.
- Maintaining compliance, safety, and sustainability across all areas of church life.

## **Work Expectations**

- 40 hours per week (Monday–Friday, with flexibility for evening/weekend commitments).
- 25 days annual leave.
- 3-month probationary period.
- Attendance at key events (e.g. Focus church holiday, etc. for which TOIL can be taken).

## **Safeguarding**

The post holder must demonstrate a commitment to safeguarding children and vulnerable adults, ensuring compliance with policies, procedures, and statutory guidance. Appointment is subject to an enhanced DBS check.