

Operations Manager

(Full time)

Thank you for your interest in this role. We are in an exciting season of HTR's life, having recently launched a new vision to be a vibrant, growing church at the heart of our local community, where people will encounter Jesus, find a home in a loving church community, know God's transforming work in their own life, and be part of his transforming work in the world.



We are currently looking for a strategic leader who can play a pivotal role in helping us pursue this vision. The position will work closely with the Vicar as part of the Senior Leadership Team, bringing clarity, organisation and momentum to the ministry and mission of the church. You will shape and oversee all our operational functions, ensuring that our people, resources and buildings are effectively aligned and managed to bring our vision and strategy to life in all that we do day by day.

If you are a highly organised, relational leader with a gift for strategic thinking, an ability to see things through to completion, and a heart to serve the church, we would love to hear from you. Might God be calling you to join us?

If you feel called to this role but do not feel that you fully meet every requirement, we would still warmly encourage you to apply.

Job Title:	Operations Manager
Location:	Holy Trinity Church Centre, Sheen Park, Richmond, TW9 1UP
Hours:	Full time (36 hours per week)
Reports to:	The Vicar
Salary:	£34,515 to £41,420, according to experience
Contract:	Permanent, subject to a six-month probationary period

Main Responsibilities

Vision and Strategy

- Work alongside the Vicar as part of the Senior Leadership Team to shape, implement and monitor the church's vision and strategy
- Have strategic oversight of the church's annual planning and programming

Operational Efficiency

- Develop and manage robust systems, processes and policies to ensure the church operates effectively and efficiently, releasing capacity for ministry leads to focus on discipleship and mission
- Lead and line-manage administrative staff members to ensure the delivery of excellent operational support across all aspects of church life

Human Resources

- Oversee our HR systems and processes including recruitment, onboarding, training and performance management of staff
- Develop processes to help grow and strengthen volunteer teams across all ministries

Buildings

- Oversee all aspects of our facilities, including premises hire, health & safety and risk management
- Alongside the Building Committee, manage building maintenance schedules and major contracts e.g. cleaning and utilities
- Offer strategic input to a forthcoming major building redevelopment project

Governance

- Manage the business of the PCC (Parochial Church Council) and its Standing Committee
- Ensure good governance and statutory compliance in all areas including GDPR and Diocesan and Charity Commission returns
- Oversee the development and implementation of safeguarding policies and systems, driving continuous improvement and ensuring best practice
- Oversee and ensure optimal use of digital, data and information systems

Finance

- Provide financial oversight alongside the Treasurer and bookkeeper, supporting on budgeting, forecasting, reporting and financial controls and ensuring good stewardship

Communications

- Lead on our communications strategy, working with a comms team to ensure consistent and effective internal and external communication across all channels

Services and Events

- Manage operational aspects of Sunday services, major festivals such as Christmas and Easter, and special events including Focus

Personal Specification

Essential

- A vibrant Christian faith, committed to being a full member of our worshipping community and fully supportive of our vision and values
- Experience of senior operational leadership
- Ability to balance strategic oversight with attention to detail and see projects through to completion
- An innovative problem solver, able to lead with agility and flexibility in response to changing circumstances
- Proven experience of developing systems, processes and policies, able to nurture a culture of continuous improvement
- A team player with strong interpersonal skills who embraces collaboration and leads with warmth and compassion
- Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults
- Committed to ongoing professional, personal and spiritual development

Desirable

- Experience in a church, charity, or mission-driven organisation
- Familiarity with Church of England structures

Additional Information

The role is primarily office-based, with some flexibility. Your line manager will be the Vicar. Some evening and weekend work will be required to support particular meetings or events; a working pattern will be agreed with your line manager and will usually include Sunday mornings.

Salary is paid towards the end of the month. You will receive 30 days holiday each year, plus bank holidays. We will make a 8% contribution, alongside your own 4% contribution, to a pension scheme administered through The People's Partnership.

The post will be offered to a successful candidate subject to all appropriate safeguarding checks, satisfactory references and proof of eligibility to work in the UK. Appointment is subject to a six-month probationary period.

There is an Occupational Requirement for the post holder to be a practising Christian, in accordance with Schedule 9 of the Equality Act 2010.