

THE Beacon Church

HEAD OF OPERATIONS

JOB DESCRIPTION

ROLE OVERVIEW

The Head of Operations is responsible for overseeing the day-to-day operational and administrative functions of the church. You will lead and develop the infrastructure needed to support the church's expanding ministries and congregation. This includes overseeing venues and logistics, finances, staffing, compliance, and church systems. You'll be a senior leader ensuring that our growing church operates smoothly and sustainably, preparing the path for future facilities and long-term expansion.

HOURS	Full Time - 37.5 hours a week, spread across Tuesday–Friday and Sunday
REPORTS TO	Senior Pastor
RESPONSIBLE FOR	Operations Team

KEY RESPONSIBILITIES

1. Operational & Strategic Leadership

- Manage, build and lead scalable systems to support church growth and effectiveness across multiple ministries and gatherings. (e.g. scheduling, technology, supplies).
- Collaborate with ministry leaders and teams to ensure effective planning, identify opportunities for process optimisation, execution, and evaluation of ministries and projects.
- Monitor project/event timelines, budgets, and deliverables to ensure successful outcomes, meeting the vision and mission of The Beacon Church.
- Develop operational plans for the transition to a larger venue or permanent facility.
- Support the Senior Pastor and leadership team in long-term strategic initiatives.
- Provide operational insights to guide planning and ministry expansion.
- Monitor and evaluate operational performance, identify areas for improvement, and propose innovative solutions to enhance efficiency and effectiveness.

2. Venue & Logistics Management

- Oversee all logistics related to weekly services, events and programmes, including venue hire, setup/teardown teams, equipment transport, and contracts.
- Scout, assess, and negotiate potential new venues or spaces as we outgrow current capacity. Collaborate with long term permanent venue finding team.
- Ensure excellence in presentation, safety, and hospitality at all gatherings.

3. Facilities Management

- Supervise maintenance, repairs, and improvements of The Beacon Centre and grounds.
- Supervise building usage for non-church events.

4. Financial Oversight

- Collaborate with finance team/bookkeeper on budgeting, reporting, and forecasting.
- Ensure compliance with tax regulations and best practices for nonprofit accounting.
- Lead budgeting and financial planning in partnership with Chair of Trustees or finance team. Monitor all church financial statements on a monthly basis, and work with budget holders to maintain healthy financial status.
- Support and improve systems for stewardship, giving, and donor communication.

5. Human Resources & Volunteer Support

- Oversee hiring, onboarding, wellbeing of all staff
- Professional development and management of non-pastoral church staff.
- Collaborate with HR company to ensure compliance with employment laws and church HR policies.
- Build and support volunteer teams to assist with operations and administration. Provide top-level leadership and facilitate team-building in volunteer ministries.
- Oversee, equip and empower volunteers and leaders to further the operational aspects of the ministry.
- Design and implement systems for onboarding, scheduling, and supporting volunteers.
- Develop a healthy and productive staff/volunteer culture that supports ministry effectiveness
- Manage day-to-day operations of support staff and key volunteer teams.

6. Risk Management and Compliance

- Develop and implement robust risk management processes and procedures to identify, assess, and mitigate operational risks.
- Working closely with Trustees, ensure compliance with legal and regulatory requirements, including health and safety, data protection, and charity regulations.
- Oversee church systems including databases, policies, GDPR compliance, and safeguarding.
- Ensure legal and risk management compliance related to venues, finance, and operations.

7. Technology & Communication Infrastructure

- Lead the integration of technology to enhance operational efficiency (e.g., online check-ins, communication, hybrid/online gatherings).
- Manage internal communication tools and IT platforms.
- Ensure efficient management of IT systems, software, and data security.
- Coordinate internal communications and support digital infrastructure for online ministry.
- Ensure that church office runs smoothly and efficiently, including office equipment and communication systems. Provide on-going training for church staff to ensure best practices.

NOTE: This job description is not intended to be all-inclusive and may be subject to change. Employees may be asked to perform other related duties as requested to meet the ongoing needs of The Beacon Church.