



Application Pack for Operations Manager

Closing date: Monday 3rd May 2021
Interviews: Wednesday 5th May 2021

This pack contains:

- Job Description and Indicative Terms
- Person Profile
- Application Form



Context

Originally built in 1311, Greyfriars is a large church in the centre of Reading with a vision to “see Reading transformed by the love and power of Jesus.” As part of that vision the church is undertaking a redevelopment of the site to provide a modern, welcoming space. We are now looking to recruit an Operations Manager to assist and support Greyfriars and New Hope in the efficient and effective operation of their administrative, communications, property and hiring operations. The Operations Manager is responsible for developing systems and procedures to aid the efficient running of the growing team. The role will work closely with the team in the Atrium, and all staff at Greyfriars and New Hope, in support of the vision and mission of the church.

Job Summary

Main Roles and Responsibilities

Operations

- Provide line management of operations team staff, providing support to the Operations and Finance Director.
- Encourage, develop and manage volunteers to assist with administrative and management functions.
- Ensure that risk assessments are undertaken, documented and any necessary action taken and records held.
- Ensure that appropriate policies and procedures are in place and maintained and are communicated as needed across the church with the provision of relevant training.
- Run the church office, ensuring that it is staffed between 9-5 on weekdays.
- Work closely with the Coffee Shop Manager, the Bookshop Manager and the Atrium team.
- Oversee administrative support for the church e.g. ChurchSuite records.
- Support church groups in their operational needs and be a first point of contact for resolving operational issues.
- Manage lettings (including invoicing and credit control).
- Ensure the church complies with all relevant legislation (e.g. Employment Law, Health & Safety, Church of England Governance, Fire and Building regulations etc.).
- Oversee maintenance of Electoral Roll, together with the Electoral Roll officer.
- Work closely with the Operations and Finance Director to develop and deliver support for the vision of Greyfriars and New Hope.

Communications

- Support the Vicar and Ministry Heads team with communications across Greyfriars and New Hope and with external parties.
- Oversee all online communications, including websites, social media platforms and emails sent to the congregations.
- Develop a small team of volunteers to help grow and develop the communications strategy for Greyfriars and New Hope.
- Develop the strategy for communications with the Vicar, Ministry Heads team and external consultants.
- Update our websites, social media platforms and email communications in line with the strategy of the church.

Property

- Oversee the upkeep of all church facilities, ensuring they are managed effectively and efficiently for the use of the church and where possible made available to organisations where there are relationships and/or common goals.



- Take responsibility for the management and maintenance of the site and staff houses.
- Establish and maintain agreed levels of service – for facilities, hospitality, security, cleaning etc for the different users of the church and centre.
- Work with the Operations and Finance Director to manage the insurance arrangements for the church’s buildings, equipment and associated liabilities.
- Manage and maximise the operational use of the site including:
 - Contracted services (cleaners, supplies etc.)
 - Church and gate key allocation
 - Car park use and compliance

Special/other requirements for this post

- Work flexibly within the scope of the post to fulfil the ministry objectives.
- Show resilience and the ability to deal with challenging situations.
- Provide pastoral input and support those seeking help, and where necessary refer visitors to the wider Greyfriars staff team.
- Attend staff prayers and other meetings as required.
- Support the effective implementation of the church’s vision.
- This list of main roles and responsibilities is not exhaustive, and the post-holder may be required to carry out other duties as required. Potential weekend work and occasional evenings are part of this role. There is a genuine occupational requirement that you are a practising Christian.

Person Specification

- Exercises initiative and self-motivation.
- A natural organiser with an eye for forward planning and detail.
- Highly personable / excellent communicator.
- Able to motivate and develop staff through training and encouragement.
- Pastoral understanding and sensitivity.
- Good administrator with excellent PC skills (Word, PowerPoint, Excel, Outlook).
- Works well under pressure and delivers to deadlines.

Education, Experience, Knowledge & Skills

- Good level of general education (A Levels).
- Experience of organising, prioritising and delegating through previous roles.
- Good understanding of communications tools including social media and websites.

Personal attributes

- Integrity in character and Christian faith.
- A strong desire to see the Gospel spread.
- Reliable and responsible.

Indicative Terms (Subject to contract)

Title:	Operations Manager
Responsible to:	Operations & Finance Director
Employer:	Greyfriars Church PCC
Hours of Work:	37.5 hours (plus additional hours as required) Mon - Fri
Salary:	£24,000 – 27,500 (depending on experience)



Greyfriars Church, Reading

Application Form for the post of Operations Manger

ALL candidates are asked to fill in this application form and provide a CV. Please continue on separate pages if necessary.

Completed forms and CV should be returned to Julian Rowlandson by emailing to: office@greyfriars.org.uk, or posting to Julian at Greyfriars Church, Friar Street, Reading RG1 1EH.

1. PERSONAL INFORMATION

Name
Address

Telephone (home)
Mobile
Email
National Insurance Number

2. EDUCATION, TRAINING & QUALIFICATIONS

Please list in reverse date order (starting with most recent)

School, College, University	From	Until	Qualifications Gained



3. EMPLOYMENT & OTHER RESPONSIBILITIES

Please list in reverse date order (starting with most recent) a summary of church and secular employment and any relevant voluntary work (with dates).

Organisation	From	Until	Role

4. EXPERIENCE & SKILLS

Please note in particular your experience of working in a similar situation

5. INTERESTS & ACHIEVEMENTS

Are there any other interests or achievements that you think are relevant to share?



6. FAITH AND BELIEF

How would you describe your personal beliefs/faith and how they might have relevance to this role

7. MOTIVATION

Briefly summarise why you have applied for this role?

8. YOUR CIRCUMSTANCES

Right to work: Do you currently have the right to work in the UK? **YES / NO**

Disability Access: Do you require special access for the purposes of an interview? **YES / NO**

If yes, please describe any special conditions or adjustments required on a separate sheet

Convictions: Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? **YES / NO**

If yes, please supply further details on a separate sheet

Note: This post is subject to a satisfactory DBS check.

If successful in my application, I agree to complete a Confidential Declaration form, and to apply for a Disclosure from the Disclosure & Barring Service. I recognize that, under the Diocesan Policy on the recruitment of ex-offenders (page 8 of *Protecting Children in the Diocese of Oxford*, June 2005), having a criminal record will not necessarily be a bar to obtaining the position for which I have applied.



I confirm that to the best of my knowledge, the information given on this form is correct. I understand that false information could lead to dismissal. I consent to the data processing of the information I have given on this form as defined under the Data Protection Act 1998 for the purposes of employment with Greyfriars Church.

Signed:

Date:

9. REFERENCES

Names and addresses of three referees who know you well, but who are not related to you. If you currently hold a job, one reference should be from your current manager or equivalent at that place of work (or your last employment if you are not currently working); one should be the minister of the church you currently attend (if your minister is also your current line manager, you can ignore this reference); and one reference should be personal.

Please indicate if taking up this reference before interview will cause you any problems.

Please include a brief note on how each of your referees knows you.

Referee 1

Name

Address

Telephone (home)

Mobile

Email

Capacity in which they know you

Referee 2

Name

Address

Telephone (home)

Mobile

Email

Capacity in which they know you

Referee 3

Name

Address

Telephone (home)

Mobile

Email

Capacity in which they know you