

Job Description: Operations Manager

Job Title	Parish Operations Manager
Line Manager	Rector
Place of work	Broadwater Parish Centre
Hours per week	Up to 35 hours per week (flexible)
Direct Reports	Parish Administrator, cleaners, Verger

ROLE

This is a senior management role, working autonomously with accountability to the Rector.

To manage the administrative functions of the Parish office and staff and to ensure Broadwater Parish operations are effective, cost efficient and compliant with legal and regulatory frameworks. To provide services which facilitate staff to efficiently perform their roles. To ensure robust systems and procedures are in place and are adhered to so that the parish functions smoothly and legally.

KEY RESPONSIBILITIES AND TASKS

- Be the interface with internal and external stakeholders. Including staff, volunteers, parishioners, visitors, members of the public, including being responsible for the hire of Parish facilities to external organisations / individuals
- Be aware of the diary of events within the Parish and respond appropriately to enquiries and to resolve any day to day issues.
- Be responsible for central filing storage systems whether online or hard copy, and ensure that data held by the Parish is done so in accordance with GDPR and Data Protection laws.
- Be responsible for the Parish website and communication to members of the Parish
- Manage office administration staff, Parish cleaners, Verger, volunteers; manage their workload and priorities
- Ensure requests for life events such as baptism, funerals, weddings are administered efficiently and in a timely manner.
- Manage HR administration, annual leave requests, absences, staff contracts, appraisals, disciplinary and grievance procedures in line with the Broadwater Parish Staff Handbook.
- Ensure all relevant training of staff and volunteers takes place, with updates and that the training register is kept up to date.
- Provide senior level administrative support to the Rector and clergy and delegate to administration support staff as appropriate.
- Act as the Parish Electoral Roll Officer.
- Act as the Lead DBS recruiter
- Ensure the correct recording of registers to support school admission

- The provision of Mission stats for all church sites in accordance with the Church of England returns procedures.
- Hold responsibility for ensuring statutory requirements of the Parish are met: safeguarding, insurance, copyright, health & safety policies, risk assessments, security, maintenance of equipment, portable appliance testing, data protection.
- Attend Safeguarding meetings and be aware of Safeguarding regulations (training will be provided by Diocese)
- Attend Annual meeting (APCM)

PERSONAL SPECIFICATION

Essential Skills

- Proven management experience of staff in an office setting (ideally 2 years or more)
- Excellent communication and interpersonal skills
- A methodical and well organised approach to work with a meticulous attention to detail
- Computer literacy skills including Microsoft Outlook, Word, PowerPoint and Excel (training will be given on Church specific systems such as ChurchSuite)
- A demonstrable client/customer focused approach
- Good time management skills and an ability to prioritise and delegate effectively
- A flexible and collaborative approach to work
- Able to work under pressure, change and to deadlines.

Essential Skills/Qualifications –

- Level 5 Chartered Management Institute Qualification (or equivalent experience/qualification)
- CIPD Level 5 Qualification (or equivalent experience/qualification)

Personal Qualities /character Description

- A personal walk with Jesus Christ underpinning a lifestyle of faith and integrity (There is a genuine occupational requirement for the post to be filled by a Christian, who should be willing to attend a Church within the Parish).
- Commitment to the vision and work of Broadwater Parish
- A professional manner
- Tactful and diplomatic, able to keep information confidential
- Highly proactive and self-motivator with drive and initiative
- A team player

Please note that this job description is not designed to be an exhaustive listing of all the activities, duties, or responsibilities that are required for employment. Activities, duties and responsibilities may change at any time and without notice