

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title:	Operations Manager (0.8 role)
Teams:	Governance & Operations
Reports to:	Deputy Diocesan Secretary
Line Manager to:	Governance Officer Database Administrator (0.5 role with joint management with the Safeguarding Learning and Development Manager) Front of House Administrator Facilities Administrator
Key working relationships:	Diocesan Secretary Deputy Diocesan Director and Finance Director Governance team Operations team IT & Website Officer Senior Leadership Team and Team Leaders at Church House Bishop's Senior Staff and Palace staff
Place of work	The person appointed will be based in the Hove office with the option to apply to use the diocesan remote working policy for part of the week.

Purpose of Role

To lead and develop the Diocese's operational services, ensuring effective governance and management of data and information, organisational systems, complaints administration, and Church House operations.

The postholder will provide strategic leadership and continuous improvement to these areas to ensure that operational services support the mission and priorities of the Diocese. This will include managing the Governance team and Central Services budgets.

Principal Duties

1.0. Church House Management and Line Management

- 1.1. Provide effective leadership, supervision and development for the Governance Officer, Database Administrator, Front of House Administrator and Facilities Administrator.
- 1.2. Jointly manage the Database Administrator with the Safeguarding Learning and Development Manager.
- 1.3. Conduct regular supervision, performance reviews and development planning.

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- 1.4. Act as a member of the Church House Team Leader group and participate in bi monthly meetings.
- 1.5. Lead the operational planning and logistics for diocesan events, including Clergy Conferences and other key gatherings.
- 1.6. Ensure and oversee the intercession/prayer cycle process is completed by the administrator in a timely fashion.
- 1.7. Maintain and develop the Church House Eco Diocese status

Health and Safety

- 1.8. Act as the Diocese's Health and Safety lead for Church House.
- 1.9. Ensure compliance with statutory requirements for first aid, fire safety and DSE assessments.
- 1.10. Maintain risk assessments, policies and training records as required.

Facilities and Buildings Management

- 1.11. Manage the Church House caretaking, cleaning, waste disposal, recycling and gardening services and all other Church House facilities and contracts.
- 1.12. Manage the provision and maintenance of office equipment, furniture, stationery, refreshments and other supplies.
- 1.13. Manage repairs and maintenance to the Church House building, fixtures, fittings and contents
- 1.14. Procure and manage utility suppliers for Church House.

Reception and Office Services

- 1.15. Ensure the provision of a high-quality reception service.
- 1.16. Oversee the effective management of room bookings and associated needs, including bookings by external organisations
- 1.17. Oversee the post handling process, and general enquiries received by telephone email and via the website.
- 1.18. Manage the use of the Church House car park.

Procurement and Contract Management

- 1.19. In collaboration with the Finance Director, ensure the effective procurement of Church House services and equipment through the preparation and assessment of tenders to secure value-for-money procurement solutions.
- 1.20. Contract management of Church House facilities such as the photocopiers, franking machine, door entry system and AV equipment.
- 1.21. Management of organisational licences including Crockfords, CCLI and TV Licence.

Risk Register and Business Continuity

- 1.22. Maintain and update the Chichester DBF risk register in collaboration with the Senior Leadership Team.
- 1.23. Maintain and test the Church House business continuity plan for operational resilience.

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2.0. Data Management, Information Governance and Systems

- 2.1. Act as the Data Protection Officer (DPO) for Chichester DBF.
- 2.2. Ensure compliance with UK GDPR, the Data Protection Act 2018 and associated guidance.
- 2.3. Lead the review and upkeep of data protection policies, procedures and contracts.
- 2.4. Manage Data & Subject Access Requests, data breaches and regulatory reporting requirements.
- 2.5. Oversee the diocesan records management and retention framework including responsibility for developing and maintaining appropriate filing systems for hard copy and electronic records, including archiving as appropriate.
- 2.6. Provide strategic oversight of the diocesan CMS and related business systems.
- 2.7. Identify and implement opportunities to enhance organisational effectiveness through Microsoft 365, Power Automate, AI-enabled tools and digital solutions.
- 2.8. Promote best practice in information governance across the Diocese and Bishop's Palace.

3.0. Policy Management and Complaints Management

- 3.1. Maintain and oversee the Chichester DBF policy framework.
- 3.2. Ensure policies are regularly reviewed, approved and communicated.
- 3.3. Advise managers on policy development and governance requirements.
- 3.4. Support compliance with legal, regulatory and Church of England requirements.
- 3.5. Coordinate and oversee complaints received by the DBF.
- 3.6. Ensure complaints are handled consistently, sensitively and in line with the Chichester DBF policy and procedure.
- 3.7. Monitor trends and identify opportunities for organisational learning and service improvement.
- 3.8. Provide support to the Bishop's Palace on complaints administration as required.

4.0. General Responsibilities:

- 4.1. The post holder will comply with all standards, policies and procedures set by the diocese including, but not limited to, those governing safeguarding, health and safety, data protection and confidentiality and equal opportunities.
- 4.2. The post holder is required to:
 - support the ethos, aims and objectives of Christianity, the Church of England and the diocese;
 - keep up to date with developments in their area of work;
 - participate in the performance management process;
 - engage in training and continuous professional development activities.
- 4.3. The post holder maybe required to travel across the diocese and to meetings in London.

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- 4.4. The post holder may be required to be a payment signatory and will receive training
- 4.5. The post holder may be required to work outside normal office hours including occasional weekend working, subject to time off in lieu.
- 4.6. The DBF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders are expected to share that commitment.
- 4.7. This job description details responsibilities but is not prescriptive and does not direct any particular priorities or amount of time to be spent carrying out the duties. It is not necessarily a comprehensive definition of the post, and the post holder may be required to undertake other duties and responsibilities commensurate with the level and scope of the post. This job description may be subject to amendment, to meet the changing needs of the diocese, following appropriate consultation.

Review Date: August 2026

Signature of Employee:

Signature of Line Manager:

Next Review Date: August 2027

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Criteria		Essential	Desirable
Qualifications	Good general standard of education	✓	
	Degree level qualification or equivalent professional qualification		✓
	A professional qualification in a related area (for example, data protection, project management, health and safety, facilities management)		✓
Knowledge	Knowledge of data protection legislation and information governance principles	✓	
	Understanding of health and safety responsibilities within a workplace environment	✓	
	Knowledge of governance, compliance and risk principles		✓
	Understanding of data/records management and retention requirements	✓	
Experience	Experience of successfully managing and developing staff	✓	
	Experience of managing multiple areas of work and projects with competing priorities simultaneously	✓	
	Experience of handling confidential and highly sensitive information with discretion and professionalism	✓	
	Experience of managing organisational systems, database or information management processes	✓	

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	Experience of supplier, contract or facilities management	✓	
	Experience of leading digital or process improvement initiatives		✓
Skills and Abilities	Strong leadership and people management skills with the ability to motivate, support and develop others	✓	
	Excellent organisational and project management skills	✓	
	The ability to manage competing priorities and meet deadlines in a busy office and organisational environment	✓	
	Excellent verbal and written communication skills	✓	
	The ability to build effective and constructive working relationships with a wide range of stakeholders at all levels	✓	
	A high level of digital literacy, including Microsoft 365 applications and database systems	✓	
Personal qualities	Able to work positively within, and support, the aims and mission of the Church of England	✓	
	Proactive, self-motivated and able to work on own initiative	✓	
	Flexible and adaptable in response to changing operational needs	✓	
	A collaborative and supportive team players	✓	

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	Able to exercise tact, discretion and sound judgement particularly when dealing with confidential and sensitive information	✓	
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Terms and Conditions

Place of work: The post is based at Church House, Hove. The post holder has the option to apply to use the diocesan remote working policy to work from home for part of the week.

Probation: The appointment will be based upon a probationary period of six months during which it may be terminated by either party by one week's notice, and thereafter by three months' notice on either side.

Hours of work: this role is offered as 0.8 (30 hours per week) Our preference is that these hours are worked over 4 or 5 days.

Salary: The post is offered at a salary of £38,074 (pro-rata FTE £47,592 per annum).

Annual leave: A pro-rata entitlement to 28 days annual leave of which 3 days must be used between Christmas and New Year, plus a pro-rata entitlement to bank holidays and an additional 2 privilege days per year (Maundy Thursday and Christmas Eve if these fall on usual workdays).

Pension: The successful applicant will be offered a pension with the Church of England Pensions Board with a flexible employee contribution between 0-6% and an employer contribution of 15.1%

Travel and evening work: This post may involve occasional travel around the Diocese and occasional work at weekends.