**Job Description**

**Job Title: Head of Operations**

**Responsible to:** The Senior Minister

**Hours of Work:** Full time (37.5 hrs per week)

**Salary:** £38,500 - £43,678

**Based at Lansdowne Road, Bournemouth**

*“… in Christ we who are many form one body, and each member belongs to all the others. We have different gifts,*

*according to the grace given us. If a man’s gift … is serving, let him serve; … if it is encouragement, let him encourage;*

*… if it is leadership, let him govern diligently…’ Rom 12:5-8*

**Role**

This is a senior role working alongside the Ministers and Elders/Trustees to input into developing and delivering the Church Vision and calling.

By co-ordinating and managing the team of staff and volunteers, the role will ensure that the Church operations are suitable to meet the requirements for services, ministry activities, events and 3rd party lettings, thereby ensuring that the operational strategies support the mission and vision of the Church.

To lead, mentor and co-ordinate the administration, finance, facilities and operations teams, fostering a unified ‘one team approach’ amongst staff and volunteers.

## Overall Responsibilities:

1. **Leadership:** In conjunction with the Ministers and Elders/Trustees, develop the Church Vision providing practical leadership of the Church setting a biblical example in your behaviour and manner by being both firm and gracious.
2. **Operational Management**: To ensure that the Church operations meet the needs of the leadership, regular ministries and one off activities and events.
3. **Uphold the Church’s vision:** as set out in its calling and values
4. **Pastoral Care**: Leverage your unique gifts and skills to support pastoral care when needed.

## The key requirements are:

* **Operational oversight:** Managing the Lansdowne Road and Woodbury Avenue operations ensuring that they meet service, ministry, and event requirements
* **Ministry Support:** of the various operational ministries such as Catering, Stewarding, PA, DP, media and publicity/communications.
* **Staff Support:** Work closely with the Ministers and Staff team and assist them in carrying out their responsibilities as and when required, to enable them to function effectively in their roles.
* **Ministry requirements**: Work with the various ministries and interested parties, define the key short, medium and long term operational requirements for the buildings.
* **Operational Co-ordination.** Identify, **i**mplement and coordinate operational policies and processes.

**Church Vision Implementation:** Promote and facilitate the Church’s vision practically within our operations.

* **Safety and Compliance**: Ensure that the facilities are maintained to a suitable standard and follow guidance given by the Church’s external Health and Safety consultant:
1. Implement recommendations ensuring compliance with the necessary Health & Safety legislation.
2. Develop and implement existing risk management practices and protocols.
3. Ensure that staff and volunteers working within the church operations adhere to the Safeguarding Policy and procedures.
* **Environmental Health:** Oversee kitchen operations at both Lansdowne Road and Woodbury Avenue, ensuring their environmental health compliance.
* **Financial Input:** Working with the Church’s Financial Controller input into the budgeting process and ongoing financial monitoring.
* **Building Subgroup:** Attend and contribute to the strategic planning and implementation of building use maintenance and repair.
* **Elders & Trustees Meetings:** Attend by invitation.
* **Policy Adherence:** Comply with the Church’s Policies.

## The responsibilities in this Job Description are not exhaustive. The employee may be requested to undertake other duties as appropriate from time to time within the general scope of the engagement.

**Personal Attributes (Spiritual)**

* A personal faith in Jesus Christ as Lord and Saviour.
* A sound understanding of the Bible and agreement with Lansdowne’s Basis of faith
* A commitment to growing in their personal discipleship with God through prayer and Bible study
* A commitment to maintain a balanced and healthy lifestyle by attending to personal, physical, emotional and spiritual wellbeing needs.

 **Other Attributes**

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| Attributes | Essential | Desirable |
| Personal Attributes | * Strong leadership qualities with capacity, resilience and the ability to enthuse, inspire and develop others and to co-ordinate and manage busy programmes with gifted volunteers.
* A team player who is able to work alongside a diverse range of volunteers and staff members with exceptional, communication, collaboration and interpersonal skills.
* Energetic and enthusiastic with an eagerness to learn and develop, to try new things and work with flexibility and enthusiasm.
* Ability to respect matters of confidentiality and sensitivity.
* Vision, initiative and self-motivation (a self-starter).
* Adaptable to change.
* Be approachable and discerning.
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| Qualifications | * Educated to A level standard
 | * Educated to degree level (Ideally, a Management or Theology degree)
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| Relevant Experience  | * Three years’ experience working in operations management in a medium sized organisation
 | * That this experience is within a faith based or non-profit organisation.
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| Capabilities and Personal Skills | * Excellent IT knowledge and application of Microsoft 365
* Able to quickly build effective relationships.
* The ability to organise, to develop and to deliver strategies.
* Attention to detail.
* Efficient, with a flexible approach.
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**Miscellaneous**

* *There is a genuine occupational requirement that the post holder is a Christian who will w*orship *at and be a member of Lansdowne Church.*
* *An understanding that this role will include work at evenings/weekends.*
* *There is a requirement to possess a valid UK driving licence.*
* *The post is subject to an Enhanced DBS disclosure.*  June 2024