

OPERATIONS MANAGER

PLAY A STRATEGIC ROLE IN A THRIVING CHURCH ENTERING A NEW ERA

Malpas Road Evangelical Church is at a pivotal moment in its journey. As a growing and vibrant church family, we're expanding our staff team and embarking on a major building project to enhance our facilities for gospel ministry and wider community impact. We're looking for a proactive and visionary **Operations Manager** to help turn our vision into reality—shaping systems, supporting staff, and overseeing practical developments across the church.

This is more than just an administrative role: you will play a key part in mobilising and coordinating volunteers, unlocking the potential within our church family to serve joyfully and effectively across a wide range of ministries. If you're passionate about strategic leadership, operational excellence, and enabling gospel work to flourish, we'd love to hear from you.



ABOUT US

We are a family of God's people who come from all age groups, backgrounds and experiences with one thing in common. We seek to worship God, learn more of his word and share the good news of Jesus with a needy world.

JOB PURPOSE

A leadership role in the church supporting the Pastor and Elders in seeking, with God's help to turn MREC's vision into practice, freeing them up to focus on teaching and pastoral oversight. Developing effective systems for and co-ordinating of all aspects of the operational life of the church. To enable the church to function smoothly with systems in place for effective governance. We expect that this role will change and develop as the church grows in its vision and according to the individual skills and experience of the successful candidate.

RELATIONSHIPS

Reports to: Peter Harris, Elder (People Trustee)

Works with: Pastor, Administrator and other staff. Leads team meetings on operational matters. Supports Elders (Trustees), including Trustee leads and liaises with Finance team, HR Advisor as required.

Line manager of: Administrator, Caretaker, Cleaner

ABOUT NEWPORT

Newport, Gwent is a city in South Wales, located at the mouth of the River Usk. It's a significant urban area, the largest within the historic county boundaries of Monmouthshire and the preserved county of Gwent. Newport boasts a rich industrial and maritime heritage, including the Newport Transporter Bridge and the Gwent Levels, a large wetland area. It's also known for its connections to the Chartist Movement and its role in the development of the National Health Service.

Key Characteristics:

- **Location:** Situated at the mouth of the River Usk, bordering the Severn Estuary, and along the M4 corridor, making it a gateway to South Wales and with good transport links.
- **Industrial Heritage:** Known for its historical role in coal, iron, and steel production, exemplified by the Transporter Bridge.
- **Cultural Significance:** Part of a wider region (formerly Gwent) with a rich cultural history, including connections to the Chartist Movement, the birth of the NHS, and a diverse community.
- **Natural Environment:** The Gwent Levels, a large wetland area, offer opportunities for wildlife observation and recreation.
- **Modern Growth:** Newport is undergoing a transformation, evolving from traditional industries to a hub for technology and innovation.
- **Events:** The city has hosted major international events like the 2010 Ryder Cup and the 2014 NATO Summit.

KEY AREAS OF WORK

1. MREC Strategic Vision

- Supporting the Pastor and Elders in vision setting for the church and developing project plans for implementation.
- Leading projects as required.

2. Operations and Systems

- Working with the Pastor and Elders and ministry leads to produce and maintain an annual programme of church events throughout the year. This will include, for example, pulpit supply, rota for leading on Sundays, term dates for church ministries, fellowship lunches, training events.
- Liaising with ministry leads ensuring that all events and activities are programmed in a way that reflects the MREC strategic vision.

3. Line Management

- Line management of Administrator. Working with the Administrator to align the administration of the church with operational priorities.
- Line management of Caretaker and Cleaner to ensure that their work is prioritised and delivered to support the effective maintenance, day to day running and cleanliness of the church.

4. Communications

- Developing systems that ensure effective internal communications within the church.
- Act as single point of contact to authorise any whole church external communications - flyers, advertisements, external notice boards etc.
- Producing an overarching external communications strategy. Engaging with church ministries and volunteers involved in social media and other elements of external communications to maximise impact.

5. Mobilisation and co-ordination of Volunteers

- Developing a system that enables members gifts being used in the service of the church. Aiming to mobilise the church towards MREC's vision and creating an environment where people can flourish.
- Maintaining a database of members including areas of service and availability.
- Ensuring that arrangements are in place to support volunteers.
- Liaising with ministry leads and making recommendations to Elders in filling gaps in ministries.
- Dealing with any external requests for volunteer experience.

6. Governance

- Oversees and advises on the governance structure of MREC to minimise duplication and to ensure good decision making and accountability.
- Attends Trustee meetings producing agendas and minutes that reflect all relevant matters to discharge Trustee responsibilities for effective governance.
- Providing any required documentation to the Charities commission.
- Producing agenda, papers and minutes of Church meetings.

7. Finance

- Oversees the Finance team convening quarterly Finance meetings.
- Liaising with MREC Finance leads and others to ensure that budgets are produced and signed off by Trustees.
- Liaising with MREC Finance leads to ensure payment of any maintenance work within the church or any other payments required.

8. Policies

- Ensures that all appropriate policies are in place and reflect best practice and Charity Commission requirements.
- Managing the updating and review of policies and linking with relevant leads e.g. Safeguarding lead, HR, GDPR and others as required.

9. Human Resources

- Maintaining an overview of HR issues so that MREC acts as a model employer.
- Seeking advice from the MREC HR Advisor as appropriate.
- Ensuring that staff are appropriately trained and aware of MREC policies and that adequate HR records are kept.

10. Buildings, maintenance and health & safety

- Ensuring that effective processes are in place for maintenance issues and health & safety risks to be addressed and/or raised with the lead Trustee for health & safety.
- Ensuring that the Health & Safety policy is fully implemented including COSHH, Fire Safety, up to date Health & Safety posters and staff training.
- Ensuring that necessary risk assessments are in place including an annual fire risk assessment and checks.
- Ensuring that building insurance is up to date, including any changes of use being reported.

11. Any other duties which are consistent with the overall purpose and role of the job.

ABOUT YOU

There is a genuine occupational requirement for the successful applicant to be a committed Christian who will actively embrace and live by the values and ethos of MREC. You will:

- Be a committed Christian and seeking to grow as a disciple of Christ, committed to living according to God's word in prayerful dependence on Him.
- Be sympathetic to the vision and ethos of MREC and in agreement with our Basis of Faith.
- Have strong leadership and communication skills and an evident pastoral heart for others.
- Have strong administration and organisational skills.
- Be willing and able to work in a team environment, as well as having the initiative to work independently where appropriate.
- Have previous experience of leading other people and able to relate well to a diverse range of people.
- Being able to encourage and mobilise volunteers needed to run church ministries.
- Be willing to be flexible, recognising that some work is required outside standard office hours.
- Is or is willing to become, a member of MREC It is highly desirable that the successful candidate:
 - Have strong IT skills and experience of Word, Excel, Church Suite, Facebook Manager or willingness to learn.
 - Have a demonstrable understanding of the areas of work outlined in the job description.