

## OPERATIONS MANAGER

### *St Mary with St Leonard, Newark*

JOB PROFILE	
Title:	Operations Manager
Reports to:	Rector / Interim Leader
Location:	Parish of St Mary Magdalene with St Leonard, Newark
Basis of employment:	Full Time – 37.5 hours per week
DBS check required? (Yes/No)	Yes
Special conditions of employment	There is a genuine occupational requirement for the post holder to be a communicant member of the Church of England or a member of the Churches Together in Britain & Ireland.
Date written/updated	November 2025

#### PURPOSES OF ROLE

With the support of the staff team, we are looking for someone to strategically direct and operationally enable the ministry and missional potential of St Mary's with St Leonard's. fulfilling the church's vision to become a Resource Church. The Operations Manager will work closely with the church leaders to support and enable the vision and specifically lead in practically enabling the delivery of the vision of the church through the strategic development and operational implementation of buildings, systems and processes which equip worship and release mission. This will include overseeing areas of buildings development and project management, the coordination of services and events, and strategically directing in areas of funding/finance, HR/teams management and policy administration. The post holder will be a point of contact for St Mary's and St Leonard's and will deliver an effective communication strategy within it. A crucial part of the role is team building, enabling both staff and volunteers to flourish by creating systems and support structures in order that they can be released to their full potential.

#### MAIN RESPONSIBILITIES

##### **Operational:**

- To strategically direct the operations across St Mary's and St Leonard's.
- To lead on the development plan for use of facilities with other staff members, stakeholders and community partners.
- To oversee the ongoing management of St Mary's and St Leonard's, in conjunction with other team members.
- To work with the church on any necessary faculty applications and planning permission.
- To create/refresh and monitor policies and procedures to cover all aspects of administration, finance and budgeting, Health & Safety compliance, risk assessments, fire safety, insurance, data protection and HR.

- To work with the safeguarding officer, youth & children's workers and the leaders to ensure that the organisation is fully compliant in safeguarding, health and safety, accessibility, insurance and data protection.
- To manage the church diary in terms of internal and external bookings.
- To manage the use of ChurchSuite across the whole church and/or other church software.
- To ensure that the use of data is GDPR compliant.
- Responsible for the parish's web and social media presence, either directly or in an oversight capacity

#### **Co-ordination of Services & Events:**

- To ensure all relevant preparations are done for Sunday services.
- To ensure that relevant measures of attendance and growth are being kept, and that all necessary reporting is taking place in a timely manner.
- To work with other team members to ensure that ChurchSuite is being used effectively.
- To organise and oversee the annual diary of church events, services and planning, that will enable staff and church members to prepare and deliver them to a high standard.
- To lead on recruiting volunteers for serving teams, ensuring that appropriate training and is given
- To assist with internal events.
- To assist with external bookings (weddings, funerals).

#### **HR and Line Management:**

- To line manage the Administrator and Verger
- To oversee key elements of HR including updating the staff handbook, producing and maintaining appropriate policies
- To manage induction of new staff, oversee the payroll processes, monitor and keep records of staff holiday, absence from work, staff exit procedures etc.
- To ensure all contracts and job descriptions are kept up to date for existing staff and are issued to new staff.
- To oversee the operational element of recruitment for new or replacement roles, ensuring roles are sufficiently advertised
- To ensure volunteers are supported by HR processes as appropriate

#### **Funding/Finance:**

- To work with the leaders, treasurer, and key volunteers to provide support to preaching and teaching programmes including sacrificial giving. Helping to support financial generosity as part of whole life discipleship and maintain parish share trajectory
- To work alongside clergy, treasurers and finance teams to create robust financial systems and processes (including budgeting and accountability) and to explore ways of encouraging generosity to grow giving and enable financial viability longer term
- To ensure a robust and realistic budget is in place, and that members of the staff team are staying within agreed budgets.
- Together with the leaders and treasurer, to ensure that the annual budget process runs effectively and efficiently, and that staff are ready to play their part in it.
- To work together with the treasurer to ensure that all HR and payroll systems work properly.
- To assist in searching for and applying to potential funders for central funds and across ministry areas.
- Working with the treasurer and other key volunteers to ensure the effective processing of giving and claiming gift aid.
- Work with the treasurer to ensure the financial management software we are using is effective.

- Working with the independent examiner/auditors and accountant to complete and upload to the Charities Commission the annual accounts.
- To oversee day-to-day financial matters, including the recording and payment of staff expenses; maintenance of clear records of spends from specific budgets; and other elements as appropriate (e.g. petty cash, banking etc.)

**Office Administration & Housekeeping/facilities (all to be held alongside Verger, Church wardens, Administrator & wider staff team):**

- Office management - to ensure that the office environment is an effective and efficient one, in which people are able to flourish and grow.
- Connectivity (WiFi etc)
- Office/phone cover
- Monitoring and ordering of stationary
- Ensuring appropriate equipment in place and working
- Management of Google domain/accounts
- Act as a Site Manager for all church property
- Ensure the affective management of room bookings
- Point person for any maintenance issues
- Management of general cleaners
- Purchase of supplies for cleaners, hospitality and stationery
- Manage utilities (gas, electricity, water) alongside churchwardens.
- Management of fire equipment/servicing
- Setting of heating
- Oversight of external grounds

*This list is not exhaustive, and the role will acquire other responsibilities as necessary.*

ROLE DIMENSIONS	
Budget management	Management of printing and administrative training budgets; key role in overseeing all ministry budgets
People management	Line management of Administrator, Café Supervisor and Verger; and overall responsibility for volunteer management in relation to ministry (as opposed to heritage) activities
Key relationships – internal	Rector Curate Wardens Interns Youth Team Leader Heritage Operations Manager Director of Music Contemporary Worship Leader Administrator Café Supervisor Verger PCC

Key relationships – external	Key point of contact for relationships with external organisations of various kinds Diocesan Colleagues at Jubilee House
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PERSON SPECIFICATION		
	Essential	Desirable
<b>Personal Characteristics</b>	<p>Strong personal Christian faith, and accompanying commitment to the vision and mission of the church.</p> <p>Empathetic and approachable, but also able to bring challenge where appropriate, particularly in relation to managing people</p> <p>Comfortable in operating their own spiritual giftings and the ability to develop spiritual gifts in others.</p>	
<b>Competencies and Skills</b>	<p>Excellent organisational skills</p> <p>Strategic thinker</p> <p>Strong communicator, both verbally and in writing</p> <p>Ability to work as part of a team, able to manage, support and bring out the best in colleagues.</p> <p>High attention to detail</p> <p>High level of confidentiality</p> <p>Strong numeracy</p> <p>Competent user of word processing, spreadsheet and presentation software.</p> <p>Comfortable with using Google Suite</p>	<p>IT/practical knowledge &amp; skills, e.g. setting up a new wireless network</p> <p>Experience of using Church Management Software, ideally Church Suite</p>
<b>Qualification and Experience</b>	<p>Educated to A level standard or equivalent level of work experience.</p> <p>Experience in working in an operations/administrative role</p> <p>Experience of leading/developing others including volunteers.</p>	<p>Previous experience of operations management in a church setting</p> <p>Experience of budget management and/or financial record-keeping</p>

<b>Knowledge and Understanding</b>	<p>Understanding and knowledge of the Church of England including aspects such as governance (PCCs) and the Faculty process</p> <p>Good understanding of the principles of Safeguarding of Children and Vulnerable Adults, and willingness to develop a thorough working knowledge of safeguarding.</p>	
<b>Special Requirements</b>	<p>Willing and able to work flexibly, recognising that Church life does not fit normal office hours. You can expect to work some evenings and weekends and to attend and participate in meetings/events.</p>	

TERMS OF EMPLOYMENT	
Work pattern	<p>Standard working hours are 37.5 hours per week. These could primarily be worked Monday-Friday; or another suitable pattern. Flexible working may be necessary, especially on some evenings, according to the needs of the role and responsibilities.</p> <p>The role holder will need to be flexible to work on certain key dates within the church calendar, including:</p> <ul style="list-style-type: none"> <li>• Sunday Services</li> <li>• PCC meetings</li> <li>• Christmas &amp; Easter services</li> <li>• AGMs</li> <li>• Weekends away &amp; Summer Festivals</li> </ul> <p>Where additional hours are required for such events, these can be reclaimed as TOIL.</p>
Statement of faith	<p>St Mary's with St Leonard's is an Anglican Christian church. All applicants for this role should be in full agreement with our Christian faith, faith statements, and values, and be able to live and work in accordance with them. One area of the interview will therefore explore your active personal commitment to the Christian Faith. Applicants from other non-Anglican Christian denomination backgrounds are very welcome. It is expected that staff members will be (or become) active members of St Mary's with St Leonard's.</p>
Salary	<p>The annual salary range for this role is £36,000-£40,000 depending on skills and experience. An employer's contribution of 5% towards pension will also be made.</p>
Holiday	<p>28 days holiday per annum, plus 8 bank holidays (some bank holidays will be working days – days off can be taken in lieu)</p>
Probationary Period	<p>3 months</p>
Contract Length	<p>Fixed term until the end of 2030</p>

