



CHESTER ROAD

Baptist Church

Job Title:	Operations Manager
Location:	Chester Road Baptist Church, Chester Road, Sutton Coldfield, West Midlands, B73 5HU
Accountable to:	Minister
Direct reports:	Church Administrator Site Manager Site Assistant
Working Hours:	We're open to between 0.4 FTE (15 hours per week) and 0.5 FTE (18.75 hours per week) by mutual agreement (including evenings and Sundays).
Salary:	Band 6: £26,089 - £29,079 FTE + contributory defined contribution pension
Annual Leave:	25 days + 8 Public Holidays pro rata

OUR VISION: To see God's Kingdom come and His will done in Sutton Coldfield, north Birmingham, and beyond, as it is in Heaven.

OUR MISSION: Growing Community! Working with others to enable everyone within 5 miles and beyond of Chester Road Baptist Church to become disciples of Christ.

There are two equally important and inter-linked parts to this:

1. To enable 'non-believers' to become 'believers' in Christ (mission).
2. To enable 'believers' to become disciples of Christ (ministry).

In order that you are able to fulfil the requirements of this post, it is essential that you subscribe fully to our vision, mission, values, and beliefs, and worship regularly at Chester Road Baptist Church.



Job Summary:

To enable the mission and ministry of Chester Road Baptist Church to thrive by providing effective development, co-ordination, and support of all enabling functions, such as: finance; facilities; administration; human resources, IT; risk, strategy & health; safeguarding; volunteering events planning.

We neither expect nor want you to do this on your own. Our vision is far bigger! Your role is to enable volunteers and staff to thrive in their roles.

This will require a very close working partnership with the Minister.

Key Duties:

[We recognise fulfilling the following will be dependent on the actual time contracted and that it will be necessary to agree priorities and the phased introduction of responsibilities.]

1. Finance

To help create a culture that utilises finances to best enable our mission and ministry, you will:

- Support the Finance Team Leader (Treasurer) and contribute as a key member of the Finance Team
- Work with the Finance Team to ensure we develop and consistently implement finance policies and procedures covering, for example: cash handling & banking; book keeping; bank reconciliation; budgeting; payments & expenses; payroll & pensions; grants/ commissioning; Gift Aid; reserves & investments; compliance; financial reporting.
- Work with others to identify, support, and/or write grant applications/ funding bids.
- Co-ordinating the annual budget process, day-to-day budget management, and reporting to Finance Team, Leadership Team, and Church Members Meeting.
- In the future, line manage finance staff.

2. Facilities

To help create a culture that utilises and improves our facilities to best enable our mission and ministry, you will:

- Support the Facilities Team Leader and contribute as a key member of the Facilities Team.
- Work with the Facilities Team to ensure we develop and consistently implement facilities policies and procedures covering, for example: access & security; cleaning & caretaking; health & safety; maintenance & repairs; decoration & improvements; external grounds; environment/ eco church; external hirers; contracts; insurance; manse; future development.
- Be part of a team that provides out-of-hours response/ emergency call-out.
- Line manage facilities staff.

3. Administration

To help create a culture of efficient administration and church support, you will:

- Ensure systems are in place, and consistently used, to welcome, engage, and resource visitors/ attenders/ members/ activity participants.
- Implement a new Church Management System (Church Insight), ensuring relevant, accurate and secure membership / data is available to authorised system users.
- Ensure we are compliant with Data Protection requirements, including GDPR.
- Ensure the Facilities Diary and Room Hire are being well-managed.
- Line manage office staff.

4. Human Resources

To help create a culture that values and utilises our staff to best enable our mission and ministry, you will:

- Support the HR Team Leader and contribute as a key member of the HR Team
- Work with the HR Team to ensure we develop and consistently implement HR policies and procedures covering, for example: recruitment & induction; remuneration; appraisals; training & development; capability & disciplinary reviews, HR record keeping.

5. Strategy, Risk & Health

To help create a culture of strategy, risk management, & health (performance), you will:

- Support the Risk, Strategy & Health Team Leader and contribute as a key member of the Risk, Strategy & Health Team
- Work with the Risk, Strategy & Health Team to ensure we develop and consistently implement policies and procedures covering, for example: Strategic Plan; Risk Register; Health Card (Balanced Scorecard).

- Maintain a register of all our current policies and procedures, identify any potential gaps/ omissions, and work with others to develop new/ updated policies and procedures.
- Identify core training requirements for staff and volunteers, ensure appropriate training is undertaken and records maintained e.g. first aid, food safety, safeguarding...
- Work with group/ activity organisers to ensure risk assessments are consistently in place and updated for all activities.
- Enabling innovation and creativity.
- Contribute as a staff member of the church's Leadership Team.

6. Safeguarding

To help create a culture of safeguarding, you will

- Support the Safeguarding Team Leader and contribute as a key member of the Safeguarding Team.
- Work with the Safeguarding Team to ensure we develop and consistently implement Safeguarding policies and procedures covering, for example: disclosure/ suspicion reporting; safe recruitment, reference & DBS checks; training; case work.

7. Volunteering

To help create a culture of volunteering, you will help.

- Work with the Minister and Leadership Team to promote volunteering and ensure systems are in place to recruit, support, and celebrate volunteers.

8. Events Planning

To help create a culture of high-impact events, you will:

- Work with the Minister and Leadership Team to ensure a balanced and engaging programme of events/ groups/ team meetings across the year, managing the Church Year Grid.
- Work with others to ensure church events are well-planned, supporting and resourcing volunteer event/ programme organisers.

9. General duties

To undertake any other duties that may reasonably be required of this post holder, as directed by the Minister, such as:

- Attend and participate in staff meetings, including times of prayer.
- Participate in/ receive line management.
- Participate in training and ministry development.



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Person Specification

Job title: Operations Manager

We know people don't come in boxes but we thought it would help you to know what kind of person we think would thrive in this role at Chester Road Baptist Church. As you read, it might be that only some of the characteristics fit you. However, we would still love to hear from you if this role excites and inspires you

	Essential	Desirable
Christian spirituality	There is a Genuine Occupational Requirement for the post-holder to be an active Christian with a commitment to personal spiritual growth, mission and ministry.	
	Proven track-record of active and consistent involvement in your local church.	Member of a Baptist Church.
	Willingness to be an active member of Chester Road Baptist Church.	
Qualifications, training and professional development	Level 5 or above qualification eg DipHE	A relevant Level 4 qualification or above in, for example, facility management, finance, HR, IT, or business administration.
	English and Maths GCSE grade C/5 (or equivalent) or above.	CertHE or above in Management.
Personal qualities	Well motivated and able to take initiative.	
	Able to handle and prioritise a demanding and varied workload.	Willingness, within reason, to vary the pattern of hours and days worked to meet changing operational needs.
	Flexible, 'can-do' attitude.	
	Resilient.	
	Reliable, punctual, and trustworthy.	
	Experience of providing a service to, and liaising with, the public.	
Skills	Well-developed inter-personal skills with the ability to establish rapport with a diverse range of people in and beyond the church.	
	Good verbal and written communication skills.	A clear communicator.
		Proven experience of securing grant funding/ commissioning.
	Good IT skills, proficient with Word, Excel, and PowerPoint.	Experience of configuring and managing a website, social media, and Church Management systems.

		Entrepreneurial, with a proven track-record of identifying, developing and delivering new, sustainable services or enterprises.
Experience	Proven experience of working in either, finance, facilities, or HR.	Proven track-record of using finance book keeping systems.
	Proven experience of providing systematic, supportive, energising, and developmental line management for staff and volunteers.	
		Good understanding of up-to-date Health & Safety practice.
		Good understanding of up-to-date safe practice & safeguarding with young people, children, and adults at risk.
Other	A willingness to adopt a flexible working pattern, including occasional evening and weekend work.	
	Willingness to undergo DBS enhanced disclosure check.	
		Full drivers licence.
		Experience of driving a minibus.

There is a Genuine Occupational Requirement in accordance with the Equality Acts 2010 for the post-holder to have a vibrant and active Christian faith. This post is exempt from the Rehabilitation of Offenders Acts 1974 and is subject to a DBS check prior to an offer of employment being made.