



JOB DESCRIPTION

Operations Manager

Application Deadline: 19th June 2017

Job Purpose:

The Operations Manager reports to the Vicar and is responsible for ensuring the smooth operation of church life by providing administrative, managerial and operational support. This role releases the Vicar, staff team and church family to become a hub of community work thus leading to a multiplication of discipleship, robust community engagement, and a release of prayer and worship.

Job Requirements and Benefits

Role title	Operations Manager
Location	St Mark's Haydock, West End Road, Haydock, WA11 0AX
Timings	24 Hours a week(10am-2pm Monday to Thursday Fixed hours and remaining 8 hours flexible
Contract	6 month probationary period then permanent
Salary	£8.45 an hour (Living Wage) plus 15%
Holidays	24 Working Days per annum plus 8 bank holidays and 2 days for Christmas
Notice Period	2 months
DBS	No check required at present
Church Membership	Worshipping Member of St Mark's Haydock
Location	Fixed Office hours will be at St Mark's Church and remaining are negotiable
Other Benefits	The Employer will be responsible for payment of Income Tax and National Insurance on behalf of the employee. A pension scheme is available

Key Attributes :

- A longing to serve, help and make a difference.
- Motivated, organised and discreet
- The ability to prioritise competing demands on your time, combined with a flexible attitude to meet the changing demands of the role
- The ability to work under pressure to meet deadlines
- Strong interpersonal skills with the ability to respond tactfully, diplomatically and sensitively to local needs
- A team player who is able to see what needs to be done and has the initiative and tenacity to implement as appropriate
- Experience of office and administrative work
- Excellent IT/Word processing skills and high standard of administrative ability with proficiency in Microsoft packages.

Responsibilities

Communications

- 1) Maintain notice boards
- 2) Responsibility for the website (Currently managed by a volunteer) – this may involve updating photos, calendars, events etc.
- 3) Responsibility for church social media and online presence. This is to include creating events, advertising them and posting relevant information.
- 4) Responsible for organizing/creating publicity for events, seasonal activities and anything that requires advertising
- 5) Send and receive emails as they come in

Office Manager

- 1) Responsible for the daily running of the office and dealing with any practical issues and problems that may arise
- 2) Line manage all office staff, including appraisals.
- 3) Line manage church and centre cleaners and handy man
- 4) Organize and chair admin team meetings and training days
- 5) Manage any admin volunteers that may come in from time to time
- 6) Ensure the office is closed and that the answer machine has the appropriate message
- 7) Maintain the office passwords log book

Health and Safety

- 1) Organize First Aid Training and ensure certificates are up to date. Also order supplies for first aid kit when necessary.
- 2) Ensure the defibrillator is checked regularly and maintained when necessary. Arrange for service in May with savealife@defibshop.co.uk
- 3) Organize annual lightning conductor inspection with BEST (Note the inspection is done yearly but note every 11 months so done in different seasons)
- 4) Organize testing and maintenance of fire alarm, extinguishers and smoke detectors

General Operations

- 1) Ensure Heating is programmed
- 2) Responsibility for managing church calendar by liaising with staff and clergy and collating data. Also, to ensure any calendars, diary lists and yearly planners are produced and distributed to the appropriate people.
- 3) Meet and liaise with contractors
- 4) Arrange boiler services for church, centre and extension.
- 5) If the electrics go off – check the trip switches in the PA cupboard as well as the lone switch which is situated underneath the switch cupboard.
- 6) Arrange PAT testing every 5 years – done by Tom, and Ian in the centre, church and warehouse. (Next due in 2021)
- 7) Organize electrical installation condition report (Previously known as the periodic electrical inspection) (All installation except portable appliances) for church, centre and ware house. Done every 5 years

-
- 8) Arrange with church wardens re quinquennial inspection. (Last done in 2014)
 - 9) General administration for clergy as required.
 - 10) To be a DBS Evidence Checker

Staff Team Responsibilities

- 1) Attend weekly and monthly staff/core/operations meetings
- 2) Input into the agenda – keep track of any upcoming items for discussion
- 3) Take minutes when necessary and general admin for team meetings
- 4) Follow up items from the meetings
- 5) Keep staff contracts and job descriptions up to date, liaising with ministry leaders and clergy where appropriate.
- 6) Organize and send out morning prayer rota
- 7) In September start discussions re Christmas Card and services etc.
- 8) In January start discussions re lent/holy week and Easter
- 9) Ensure core team do a review of big events such as Christmas and Easter
- 10) Attend PCC meetings

Statistics and Official Paperwork

- 1)
- 2) Co-ordinate collection of Fresh Expression numbers and forward to the diocese
- 3) Complete stats for mission for the Diocese in January
- 4) Collect numbers of attendees for groups in September to be used for stats and report for the auditors
- 5) Complete the first section of the auditor's report.
- 6) Ensure the PCC secretary organizes reports for APCM annual reports
- 7) Ensure all paperwork is carried out in time for the APCM (E.g. relevant notices and nomination forms)
- 8) Liaise with the PCC Secretary to ensure appropriate paperwork is carried out at PCC meetings.
- 9) Complete Archdeacon Visitation paperwork

Volunteer Management

- 1) Liaise with hospitality coordinator to ensure provision of hospitality at special church events as required.
- 2) Keep records of cell groups, clusters, missional communities and any groups in the church.
- 3) Attend Worship team meetings and complete any admin arising. E.g. minutes and agendas
- 4) Liaise with Wardens in regard special services

General

The following list is shared between the all the admin team. The operations manager is responsible for making sure this list is carried out but by means of delegation and by using a rota

Services – For 9:15. 10:45. 2pm and additional seasonal services

- 1) Produce Order of Service/Service information Sheet and distribute to relevant parties
- 2) Produce Song sheets where necessary including large print sheets
- 3) Prepare the weekly news sheet, including cell notes, prayer points and notices.
- 4) Produce Visuals for the services using PowerPoint, song show plus or pro presenter
- 5) Print Readings
- 6) Produce 2pm Service Sheets
- 7) Organize reader/prayer/communion servers/welcome and hospitality rotas for all services
- 8) Necessary Administration and preparation for the services.
Ensure worship, PA and visuals rotas are created and distributed

Funerals

- 1) Process funeral enquiries as they come in. (Including room bookings)
- 2) Liaise with clergy or readers about the service
- 3) Liaise with Verger and cleaner
- 4) Maintain funeral database and liaise with respective ministries in regarding the memorial service.
- 5) Maintain graveyard database

Weddings

- 1) Process wedding enquiries as they come in (Including room bookings)
- 2) Liaise with clergy or readers about the service
- 3) Liaise with Verger and cleaner
- 4) Maintain wedding database and liaise with respective ministries.

Networking

- 1) Membership of UCAN

Confirmation Services

- 1) Making sure confirmation services are advertised in advance
- 2) Collecting the names of those who are being confirmed
- 3) Getting the order of service ready with the clergy
- 4) Liaising with the bishop and cathedral where necessary
- 5) Organizing a meeting/rehearsal with the candidates and clergy
- 6) Making sure the relevant paperwork is available for the bishop on the day of the confirmation.
- 7) Reserving seats for the candidates and families
- 8) Looking after the candidates before and during the service