



Charity number: 1137783

OPERATIONS MANAGER

Information for applicants

KEY DETAILS

Work address

St Andrew's Church, Maidstone Road, Paddock Wood, Kent TN12 6DZ

Salary

£28,000 to 32,000 pa, depending on skills and experience

Hours

35 per week (5 days at 7 hours a day) but some flexibility required. You will be required to attend Church Council meetings in the evening on alternate months.

Annual leave

30 days per year

Pension

The Pension Scheme offered is NEST. St Andrew's matches the contribution that the employee wishes to make up to a maximum of 5%.

Closing date for applications

16 February 2024

Interview date

Week commencing 26 February 2024



The anglican and methodist church of **St. Andrew** **Paddock Wood**

About St Andrew's Church

We are an Anglican and Methodist Church (a Local Ecumenical Partnership) whose heart is to share the 'good news' of Jesus Christ and to share the love of God with our neighbour.

Our vision is: "building a community of faith, to witness to the community at large".

We are a busy church undertaking a wide range of activities now and also planning for change driven by our own growth and changing demographic. The Paddock Wood population is growing with much new housing development, including a planned new local Church Primary School, and a Chinese church within our complex for the Hong Kong community. Several families from Hong Kong regularly attend services at St Andrews too.

The church is a registered UK charity and is in the Diocese of Rochester and the Weald of Kent Methodist Circuit.

The Role

We are seeking to appoint an Operations Manager to succeed the current post holder who plans to retire at the end of March. The Operations Manager will provide a management and administrative resource for the leadership team, that will ensure that existing activities are well managed and that new work is properly planned, strengthening the ability of St Andrew's to achieve our vision.

The post holder will provide a balance of strategic and hands-on management and support a collaborative style of working that encourages the best from members of the congregation and nurtures partnerships with people who use our facilities, other local churches and other local and regional organisations. You will be passionate about supporting and developing our ongoing work to build a community of faith, to witness to the community at large.

Applications

If you are interested in this role and excited by our vision for St Andrew's, please send your CV to Sue Chalkley either by email: sue.chalkley@standrewspw.org.uk or by post to: St Andrew's Church, Maidstone Road, Paddock Wood, Kent, TN12 6DZ (marked private and confidential).

Please describe in your covering letter how you believe that your skills, experience and approach to work match our requirements as set out in the following Job Description and Key Skills and Experience.



The anglican and methodist church of **St. Andrew** **Paddock Wood**

Job Description

This key role in the Church will support the Vicar and Minister and the wider leadership team to serve our church members and help us to live out the church's shared vision.

1. Responsible to

- A named member of the People, Appointments and Governance Committee, who will be your line manager.

2. Responsible for managing

- Church Cleaner

3. Key relationships

- Ministry staff, church wardens, stewards, church secretary and treasurer
- Church Council members (Trustees) and Committees
- St Andrew's Primary School
- Local bodies such as Paddock Wood Town Council and the schools
- Hirers of church facilities
- Church congregation and visitors to the church
- Church Cleaner
- Rochester Diocese and Methodist Circuit
- Safeguarding Officer, Data Controller, Church Volunteers and Group Leaders.

4. Overall purpose of the job

To facilitate the vision of the church by providing a strong management and administrative centre for the wide range of activities undertaken by the church now and into the future, including preparing for and coordinating a period of significant change and growth.

To help translate the Church Development Plan into action so that

- The clergy can focus on their leading, teaching and pastoral gifts
- Well-informed discussions lead to purposeful, prayerful decisions
- Paid and voluntary members of the church feel involved in the work of the church
- Good practice is maintained in employment and other legal duties
- Visitors to the church are made to feel welcome
- Good communications are maintained with the church family and others.



5. Main responsibilities

Area	Tasks
Leadership	<ul style="list-style-type: none"> • To support the vicar and minister • To support and contribute to weekly Leadership Team meetings • To line manage the Cleaner, including annual appraisals and if required, recruitment • To seek to continuously improve ways of working to maximise efficiency • To help to develop strategies for implementing and overseeing new projects in collaboration with the Property and Fabric Committee • To assist in drafting grant applications for existing and new projects • To ensure good practice in the management of the team of volunteers, and encourage individuals to volunteer to support the work of the church • To take leadership responsibilities for defined activities.
Governance	<ul style="list-style-type: none"> • To keep abreast of regulatory and good practice changes in areas such as Health and Safety, Safeguarding, Risk Management and Data Protection and to provide information and guidance to others in the church as required • To keep up to date the arrangements for keeping everyone safe in conjunction with the Vicar and Health and Safety Officer. • To oversee the implementation of church policies across operational areas • To service the Church Council and Annual Parochial Church Meetings, providing the agenda packs and taking and circulating minutes.
Administration and IT	<ul style="list-style-type: none"> • Ensure that the church management IT system, Church Suite, is used effectively and that training and support is provided as required to support its full implementation • To provide professional administrative support for the clergy leadership team. This includes day to day activities such as preparation and production of service sheets, administration for baptisms, weddings and funerals etc and also for their new work as the team changes, the church school is developed and the new homes are built • To provide administrative support and good practice advice to the Church Council and, as required, its Committees. You will be required to attend Church Council meetings on alternative months and to produce full minutes of each meeting for review by the Secretary of the Church Council. • To provide administration support to Safeguarding and DBS processes



Area	Tasks
	<ul style="list-style-type: none"> To coordinate and support the development of church volunteers To ensure an efficient administration service for the church, for example maintaining efficient paper and electronic filing, ordering of supplies, printing and other similar duties.
Finance	<ul style="list-style-type: none"> To liaise with the Chair of the Finance Committee To manage the church's official records and contracts, e.g., for IT, photocopying and copyright etc, and ensure that are kept up to date To issue invoices to hall hirers, to monitor receipts of fees from hirers and to follow up outstanding debts on a monthly basis. To provide information as requested to assist with financial decisions
Fabric	<ul style="list-style-type: none"> To liaise with the Chair of the Property and Fabric Committee To support the Property and Fabric Committee through contact with volunteers and contractors, providing access and monitoring work on site To complete and circulate to key holders the weekly buildings security rota
Facilities	<ul style="list-style-type: none"> To manage relationships with the halls users and provide them with an efficient bookings service, ensuring that hire fees are paid promptly To monitor and review the use of the halls and facilities by church and outside organisations, promoting maximum use in accordance with the values and vision of the church Maintain and review contracts for the safety of appliances and apparatus, liaising with the Chair of the Property and Fabric Committee.
Relationship management	<ul style="list-style-type: none"> To build and maintain good working relationships within the church and with other local churches and others in Paddock Wood and elsewhere. To manage the church calendars to promote good co-ordination and communication

6. Key Skills and Experience

Professional

- Confident manager within a multifunctional team
- Excellent organisational and administrative skills
- Confident user of IT and experience of developing and introducing new systems



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- Ability to work with minimal supervision
- Ability to understand and implement new workplace technology and take ownership and accountability for outcomes, liaising as necessary with external support.
- Ability to attend to detail and operate with a degree of responsibility.
- Ability to prioritise work when managing multiple tasks and deadlines
- Good project management skills
- Exceptional people skills, with a friendly and professional manner
- Ability to work well on own initiative and within a team
- Strong oral and written communication skills, able to communicate effectively at all levels, internally and externally, including a high level of diplomacy
- Demonstrable problem-solving skills
- Aptitude to develop working knowledge of relevant legislation, for example: Health and Safety, Employment, Safeguarding and Data Protection and confident to keep up to date and raise awareness of changes in good practice
- Financially literate, able to produce and manage simple budgets and associated reports
- Ability to help to prepare grant applications for the work of the church
- Experience of line management

Personal

The post holder will:

- Be passionate about the vision of St Andrew's, Paddock Wood
- Sympathetic to and respectful of our Christian faith
- Be able to maintain confidentiality appropriately
- Be a reliable, positive and conscientious worker
- Have a calm and friendly manner and be able to work efficiently under pressure and with many distractions
- Be a relational person who can bring out the best of individual staff and volunteers and build strong working relationships internally and externally.
- Have well developed inter-personal skills and ability to relate well to a wide variety of people

The nature of the job requires you to work out of hours occasionally, on evenings and at weekends, and to attend bi-monthly Church Council meetings and occasional Committee meetings.