



Recruitment Pack Operations Manager

Vicar's Introduction

We're delighted that you're reading the recruitment pack for the Operations Manager position at St John's Church. We hope that as you read the document, you'll catch a sense of the vision and purpose of the church, some understanding of where we are in our story, and an idea of what we're looking for as we recruit a new member of our staff leadership team. We hope that you will be excited by both the challenges, but also the opportunities afforded by the role, and that as you pray about whether God is calling you to apply, you will discern his call in your life. We've been praying already for several months for whoever the Lord is calling to join us – and that could be you!

Revd Graham Hunter
Vicar

Vision & Purpose

The vision of St John's Church is to be 'a beacon of hope for Hoxton'.

Our aim is that women, men and children of all ages, every ethnicity, every nationality and cultural background might experience what it means to be 'reconciled to God in Christ' (2 Cor. 5:19).

Everything we do as a church is to this end, and is expressed in our mission statement:

Worship God | Make Disciples | Share Jesus | Transform Hoxton



Mission

Our approach to mission can be summarised by four activity headings: Worship God | Make Disciples | Share Jesus | Transform Hoxton. We aim to ensure that all of our activities and resources are aligned with enabling these core priorities.

Our strategic plan for this mission is expressed in our Mission Action Plan 2016-2021 in which we have articulated ambitious goals in relation to congregational growth and site redevelopment. We recognise that the work required to make the vision a reality will be hard and costly – and we seek to recruit people to our team who thrive in exciting and challenging environments where mission and ministry can be reimaged and developed in innovative ways.

Values

Rooted

- We are confidently Christian: focused on prayer and worship, we are attentive to the voice of God in Scripture and work within the inherited structures of the Church of England.
- We are committed to loving and serving Hoxton and being ambassadors of the kingdom of God.
- We are rooted in our relationships to the wider church: within our parish and diocese but also with Christians from other traditions. We will honour their gifts, and humbly seek to work and learn together.

Relational

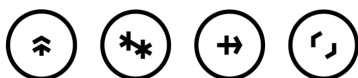
- We are committed to sharing life with all its ups and downs – rejoicing together and weeping together.
- We want fun, food and friendship to be hallmarks of our church, and hospitality a fundamental part of our corporate life.
- We want to embrace the great diversity of people in our neighbourhood.

Responsive

- We're responsive to the changing shape of our church and neighbourhood, and we continually adapt our mission and ministry to reflect the context. We're happy to experiment creatively, and we recognise that fruitfulness does not always mean short-term visible outcomes.
- We want to ensure our compassionate ministry addresses real local needs.
- We want our church ministries to express the variety of our members' gifts and vocations – not fit people into a predetermined model.

Risk-Taking

- We trust in a God who is able to do 'immeasurably more' than we can ask or imagine – this has been our experience over the past years.
- We will be attentive to the voice of the Spirit, and willing to step out in faith
- We will not shy away from making changes if we believe that God is calling us into something new.



Workplace Culture

We are developing a professional while also relational working environment. We expect ministry leaders – whether paid staff or volunteers – to lead others by example. We expect our team to work diligently, efficiently and attentively in their areas of responsibility. We expect that team members will honour their commitments to other members of the ministry team as well as members of the wider church by behaving in accordance with our code of conduct.

We are a developing and growing church, and we foster an entrepreneurial approach to ministry. Although we plan our work carefully, we also experiment and evaluate. We care about measuring outcomes and fruitfulness, but we're more concerned with ensuring that our inputs are carefully considered and applied. We commend effort more than attainment. But we also use quarterly and annual work plans as well as 'Key Performance Indicators' to help direct and evaluate our work.

L-O-R-D

'Whatever you do, work at it with all your heart, as working for the Lord, not for human masters... It is the Lord Christ you are serving' (Colossians 3:23-24)

All our work in mission and ministry falls into four main categories. It's not an exhaustive list of duties, but it should remind you of different areas of your work – even those you may not instinctively warm to! It should help you keep a balance in your work between the practical and administrative side of ministry and the inter-personal and up-front aspect of ministry.

<p style="text-align: center;">L ead</p> <p>Demonstrate Godly character, kingdom values and reflect Christ's love. Show 'best-practice' in your area of ministry that others may observe and imitate in personal interactions, teaching, planning, or pastoral care.</p>	<p style="text-align: center;">O rganise</p> <p>Take responsibility for the practical administration of your programme area. Ensure good communication and preparation enables effective ministry.</p>
<p style="text-align: center;">R esource</p> <p>Assess the material, financial, practical and human resources needed for the ministry to flourish and set about attaining them.</p>	<p style="text-align: center;">D evelop</p> <p>Always look to train others in your area of ministry, passing on to future leaders the experience you have gained. Keep on learning: develop yourself and others.</p>



Purpose & Story of Position

St John's Hoxton is a vibrant and growing Anglican church situated in the south-west corner of Hackney near the City of London. It is situated in a diverse, fun and yet deprived neighbourhood. The church has experienced significant growth and development over the past 9 years, and we recognise that we now need to recruit a full-time member of staff to oversee the business and finance operations of the church.

The successful applicant will be part of a leadership team comprised of Vicar and Curate, as well as ministry heads overseeing children, youth, worship and community organising. They will line manage 4-5 full-time and part-time staff. They will hold significant responsibility for fundraising and financial management, compliance, HR and events.

As outlined in our Mission Action Plan, St John's Hoxton has a special emphasis on reaching children and young people; and a bold and ambitious building redevelopment plan. Part of the purpose of this position is to release the Vicar to invest more time in both of these projects, while ensuring that the day to day operations are properly discharged.

Main Responsibilities

1. Operations Team Leadership

- To contribute practical and operational issues and insight to the wider leadership team – shaping strategy and holding responsibility for operational leadership.
- To line manage and supervise members of operational staff as well as supporting volunteers in relevant areas.
- To deal politely and appropriately with members of the public and external stakeholders who visit the church and office.

2. Financial Management & Fundraising

- To undertake all necessary financial handling duties including banking monies and issuing invoices.
- To use Xero for recording all financial transactions, bank reconciliations and fund management.
- To liaise with external financial consultants for the production of annual budgets, accounts and regular management accounts.
- To contribute to fundraising strategy, with a particular focus on donor management and reporting.
- To oversee (with the Treasurer) the congregational voluntary giving and manage gift aid claims.

3. Human Resources & Risk Management

- To manage payroll and pension requirements.
- To ensure that personnel files are kept accurately, and that all staff are supported by appropriate review and line management procedures.
- To manage a Risk Register for the church including human, material and financial risk assessments.



4. Contracts & Compliance

- To manage all contracts for utilities and other service providers.
- To manage Faculty applications and other compliance requirements, with particular reference to Diocese of London and Historic England.
- To hold responsibility for all statutory returns to the Local Authority and Diocese.

5. Communications

- To contribute to communications strategy, and to manage weekly church communications on social media and mailing lists.
- To work with external providers for website design and management as well as physical print projects.
- To ensure IT and telecoms systems are suitable for external and internal communications.
- To manage the church database (ChurchSuite).

6. Events Marketing & Management

- To proactively seek venue hires for events to raise income for the church's mission.
- To manage all associated requirements for events, including hiring casual event staff and working with external contractors.
- To work closely with the Building & Premises Manager to ensure that facilities are well managed and fit for event purposes.

L-O-R-D

Lead

- Lead the weekly operations team meeting.
- Establish systems and procedures for effective office working.

Organise

- Undertake careful calendar planning with the clergy and ministry staff to ensure the church building is used efficiently and effectively for both mission and revenue generation.
- Work with the Office & Ministry Administrator to organise effective file management systems for the office, as well as standard operating procedures for staff and volunteers.

Resource

- Work alongside staff in similar roles across the HTB network to consider how to share resources well.
- Appraise options for church management ie. asset registers; booking management systems
- Contribute to fundraising strategy by writing funding applications as well as managing regular donors

Develop

- Contribute to the development of a revised staffing structure and renewed role descriptions for all staff
- Help operational staff to undertake learning and training for their own development
- Seek out opportunities for professional leadership development



Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • A commitment to supporting the mission of the church, and a confidence in the role of the Vicar as the leader of mission and ministry in the local church. • Willing to be accountable to the Vicar and PCC. • Some understanding of charity accounting, including fund management and legal requirements of charitable accounting. • Good verbal and written English, able to communicate with a wide range of people. • An appreciation of the gifts, skills and responsibilities of others, and a willingness to collaborate as part of a wider team. • Excellent self-management skills, an ability to organize projects and work to deadlines. • A diligent attitude towards time-keeping and preparation; and a positive contributory approach to good administration. • A high degree of computer literacy, and an ability to create, edit and distribute electronic documents; familiarity with Microsoft Office and Google software packages. • Willingness to learn from the principles of Community Organising for congregational development. • It is an occupational requirement (under the Equality Act 2010 and Regulation 7(2) of the Employment Equality (Religion or Belief) Regulations 2003) that this post holder be a committed, worshipping Christian as a substantial focus of the role is enabling the mission of the church to bring people into relationship with the Lord Jesus Christ. Participation in staff prayer and worship will be required. 	<ul style="list-style-type: none"> • As St John's is a parish of the Diocese of London, applicants should be in sympathy with the doctrine and practice of the Church of England. • An understanding of project management. • Experience in charity accounting, including use of Xero book-keeping software. • Experience with ChurchSuite database software



<h3>Role Description Summary</h3>	
Title	Operations Manager
Responsible For	Operational management of St John's Hoxton
Accountable To	Vicar & Churchwardens;
Paid / Volunteer	Paid - £28-30k per annum (depending on experience / qualifications) + Contributory Defined Benefit Pension Scheme
Usual Working Hours	24 / 32 / 40 hpw (Working hours increasing in line with financial resources / workplan demands.)
Term	3 Year Contract (Subject to 6-month probationary period)
Application Process	<p>To apply:</p> <ol style="list-style-type: none"> 1. Contact Revd Graham Hunter for an initial conversation. 2. Please write a letter of application, no more than 2 sides of A4, stating why you think you are suitable for the position. 3. Please include a CV giving details of to date. 4. Give the names and contact details of two people from whom we may seek a reference. Please ensure you give names of people who can offer feedback on both your character and suitability for the role and also any technical skills or training required by the role. <p>These should be emailed to graham@stjohnshoxton.org.uk</p> <p>Shortlisted candidates will be invited for an informal interview with the Vicar, followed by a more formal interview with a wider panel from the church. Candidates will be asked to prepare a presentation, and may be required to undertake assessment tasks. Relevant travel expenses will be reimbursed.</p> <p>Employment will be subject to an Enhanced DBS Disclosure.</p>
Other Information	<ol style="list-style-type: none"> 1. St John's Hoxton is a Church of England parish church in the Diocese of London and a member of the HTB Network of churches. We are committed to the doctrines of the Christian faith as expressed in the worship and doctrine of the Church of England.



Usual Working Pattern

Monday to Friday – 8 hours per day. (9-5.30pm)

The successful applicant will work normal office hours, with a half hour lunch break. Some evening and weekend work will be required according to programme needs, and TOIL may be granted where necessary.

Other Working Commitments

- All major Christian feasts: Christmas and Easter, with holiday / rest time given afterwards.
- Attendance at Focus in July – our annual church summer holiday.
- Attendance at the annual HTB Leadership Conference.
- All major church events: carol service, summer fair, other major initiatives.
- There will be some degree of flexibility in the working week, but a clear expectation that you will complete tasks in a timely fashion.

