

# Operations Manager Job Description



ST MICHAEL'S  
FULWELL

## The Role

As Operations Manager your main goal is to help us turn our vision into action. This will involve overseeing all of the church's operations in such a way that best enables the growth of God's kingdom. This is a broad, strategic, creative and senior role. The work involves making the most (both financially and strategically) of our newly renovated church building, leading a small but vitally important administrative team, influencing culture, developing and establishing processes, and enabling others to carry them through.

You would be a key member of the church's senior leadership working closely alongside the Vicar, Staff Team, Wardens and PCC. You would therefore be expected to bring spiritual maturity and ministry mindedness alongside strategic and technical leadership to the role.

It is expected that the Operations Manager will review the existing administrative arrangements and processes and be active in reshaping these in order to create the best possible structures and practices.

## The Responsibilities

You would carry responsibility for St Michael's operations and infrastructure. In more detail, this includes:

### 1. Turning vision into action

Central to your role will be to think through our operational practices such that we can better live out our vision of seeing *every life following Jesus*. Alongside the Vicar and Treasurer you will seek to grow and manage our resources as effectively as possible.

You will attend PCC, Standing Committee & Finance Committee meetings, aiding in the planning and running of these meetings while contributing especially from an operations perspective.

### 2. Planning & strategy

You'll have oversight of the central calendar, facilitating forward planning. You'll also work closely with the Vicar and senior leadership on longer term planning, investigating future ventures, new ministry initiatives, etc.

### 3. Service & Event management

St Michael's runs many events and programmes. These are constantly developing and a key part of your role will be the coordination of these events and programmes.

Sunday services are at the very heart of our life as a church. We are always seeking ways of improving what we do and looking to involve more members of the church family. Whilst much of the weekly running of Sundays will be the responsibility of others, your continued input and support will be vital.

#### **4. Projects**

Church operations brings with it many one-off projects, such as upgrading IT infrastructure, work on the church building, reviewing staff salaries, etc. Occasionally there are also unforeseen operational challenges that require troubleshooting. Some of these you may deliver yourself, others you will delegate or coordinate teams (ministry or lay) with the appropriate expertise to deliver.

#### **5. Management of employees**

The current Church Administrator, alongside any future operational staff, will report to you and you will be responsible for their deployment, welfare and training.

#### **6. Systems and Compliance**

You will be responsible for compliance and risk management (e.g. fire safety; health and safety; GDPR; safeguarding; employment law; and financial, trustee & charity compliance).

You will continually re-evaluate systems throughout the church's operations, including IT, database management, use of facilities, procurement etc.

#### **7. Communications**

Managing internal and external communications is an important aspect of church operations. With the support and input of the wider staff team, you will lead on creating and distributing the weekly newsletter to our church family, maintaining an up-to-date website, and developing a social media strategy, as well as other ad hoc pieces of communication.

#### **8. Properties**

You will hold responsibility for the management and upkeep of both properties managed by St Michael's (i.e. the church itself and our newly acquired vicarage). We are very grateful to God for the recent completion of our building project, *Regenerate*. This has transformed our church building and made it into a space that is increasingly allowing the church to thrive and to become a source of life and blessing to the community we serve. You will be responsible for making the most of the hall-hire opportunities the new space provides us. You will also take a lead in overseeing any future building projects which might be needed. You will ensure that the correct procedures are followed in respect of obtaining diocesan permission for any such changes.

## **About you**

### ***Character***

The successful candidate will be:

- Enthusiastic and full of initiative with a 'can do' spirit
- Adaptable and resourceful
- Willing to lead and to be led
- Discreet and diplomatic
- Trustworthy, loyal and reliable
- Able to keep calm under pressure
- Personally secure and resilient
- Spiritually mature and sharing in our ministry DNA
- Able to give and receive criticism
- Hardworking and willing to work long and unsociable hours when necessary
- A proven team player

You might not live in the area but it would be an advantage if you were keen to be a member of St. Michael's church on a Sunday. (You might also worship at another church on the same Sunday too.)

### ***Experience***

You'll have demonstrable management and operational experience. Team and line management experience are desirable and project management experience would be ideal. Preferably you'll also be familiar with the inner workings of at least a medium sized church, and have experience of working with volunteers.

### ***Skills***

The essentials are:

- Robust organisational and administrative skills
- Good fundraising and sales skills
- The ability to prioritise work and to know the difference between urgent vs important
- Enjoy the challenge of dealing with multiple projects at the same time
- Good people skills, being part of a friendly team will be important to you
- Excellent leadership skills, including team recruitment, motivation and delegation
- Excellent communication skills (written & oral) and an aptitude for relationship building
- Innovative thinking and producing creative solutions
- Flexibility and grace to 'muck in' as and when required
- An understanding of the dynamics of ministry formed through ministry experience

## Expectations

The role holder will be:

- First and foremost a disciple of Jesus Christ
- Committed to prayerful, gospel-centred, bible-based ministry
- A committed evangelical Christian and their belief will inform the performance of their role
- Supportive of St Michael's membership of Co-Mission and willing to take part in Co-Mission activities and events where required. Willing to work within a Church of England church.
- Line managed by the Vicar, Ed Kendall

## Terms and Conditions

- This is currently a full-time role, however a part-time role would be considered.
- You will be entitled to 30 days holiday per year.
- The role is conditional upon a completed DBS check.
- There is a genuine occupational requirement for the post holder to be a committed Christian. We ask that you will agree with the statement of faith included below.
- The salary is £38,000-42,000 depending on experience plus pension and National Insurance contributions. Housing is not included.

## To apply

- Please send a CV (including relevant experience for the role) and a one-page covering letter (describing why you are interested in the job) to Ed Kendall ([ed@stmichaelsfulwell.co.uk](mailto:ed@stmichaelsfulwell.co.uk)). Please also include details of two referees. References will be taken prior to interview.
- If you would like an informal conversation at any stage, please feel free to get in touch with Ed on the above email address.
- Deadline for applications: midday, Monday 10 February 2025
- Interviews due to take place the week beginning 24 February 2025
- Start date: anytime from 1 April 2025

## About St Michael's Fulwell

*St Michael's Fulwell is now ten years old. Originally planted in January 2015 out of St Peter's Fulham into the redundant church of St Michael and St George Fulwell with a team of 12 adults and 7 children, we have since seen much change and growth. The congregation is now made up of about 200 adults and over 100 youth and children; the building has been renovated; and St Michael's is now once again a parish church. We are part of the Church of England and also a member of the church planting network, Co-Mission.*

# Statement of Faith

In joyful gratitude to the Lord God for our Salvation in his Son, the Lord Jesus Christ, we affirm wholeheartedly the following Statement of Faith as consistent with Scripture and what is irrevocably central to our teaching, preaching, pastoring, church planting, and ministries of care:

## 1. God

There is only one God, who exists eternally in three distinct but equal persons: the Father, the Son, and the Holy Spirit. God is unchangeable in his holiness, justice, wisdom and love. He is the almighty Creator; Saviour and Judge, sovereign in the election, salvation and preservation of his people in Christ and who sustains and governs all things, all history and all existence according to his sovereign will for his own glory.

## 2. The Bible

God has revealed himself and his promises in the Bible, which consists of the Old and New Testaments alone. Every word was inspired by God through human authors, so that the Bible as originally given is in its entirety the Word of God, without error and fully reliable in fact and doctrine. The Bible alone speaks with final authority and is always sufficient for all matters of belief and practice.

## 3. The Human Race

All men and women, being created in the image of God, have inherent and equal dignity and worth, which is not annulled by gender role distinction or headship in marriage (which can only be between one man and one woman and is the only proper place for sexual intimacy and the basis of the family). The greatest purpose of all men and women is to obey, worship and love God. As a result of the fall of our first parents, every aspect of human nature has been corrupted and all men and women are without spiritual life, guilty sinners and hostile to God. Every person is therefore under the just condemnation of God and needs to be justified, forgiven, reconciled to God in Christ in order to know and please him.

## 4. The Lord Jesus Christ

The Lord Jesus Christ is fully God and fully man. He was conceived by the Holy Spirit, born of a virgin, and lived a sinless life in obedience to the Father. He taught with authority and all his words are true. On the cross he died in the place of sinners, bearing God's punishment for their sin, redeeming them by his blood. He rose from the dead and in his resurrection body ascended into heaven where he is exalted as Lord of all. He intercedes for his people in the presence of the Father. Salvation is in and through the Lord Jesus Christ alone.

## 5. Salvation

Salvation is entirely a work of God's grace and cannot be earned or deserved. It has been accomplished by the Lord Jesus Christ's once and for all penal substitutionary death, resurrection and ascension and is offered to all in the gospel. God in his love forgives sinners whom he calls, granting them repentance and faith. Believers in Christ are justified by grace alone in Christ alone whose righteousness is imputed to us by God's mercy so that we are righteous in his sight, pardoned of all sin, adopted into the family of God, are progressively sanctified by the Holy Spirit for holiness and are preserved for the coming Kingdom and New Creation.

## 6. The Holy Spirit

The Holy Spirit is the third Person of the Trinity. He has been sent from heaven to glorify Christ and to apply his work of salvation to God's people. He convicts sinners, imparts spiritual life and gives a true understanding of the Scriptures, for he inspired all Scripture and speaks in Scripture to us today. He indwells all believers, brings assurance of salvation and, while believers still battle personal and corporate sin, the Spirit progressively produces in believers increasing likeness to Christ. He builds up the Church and empowers its members for worship, service and mission.

## 7. The Church

The universal Church is the body of which Christ is the head and to which all who are saved belong. It is made visible in local churches, which are congregations of believers who are committed to each other for the worship of God, the preaching of the Word, the administering of the sacraments of Baptism and the Lord's Supper; for pastoral care and discipline, for mutual love and encouragement, for calling all people to repentance and faith in the gospel of Christ, and to equip believers for their works of mercy and justice in the world that demonstrate God's care over all creation. The unity of the body of Christ is expressed within and between churches by mutual love, care and encouragement. True fellowship between churches exists only where they are faithful to the gospel.

## 8. The Future

The Lord Jesus Christ will return in glory. He will raise the dead and judge the world in righteousness. The wicked will be sent to eternal punishment and the righteous will be welcomed into a life of eternal joy in fellowship with God in the promised New Creation. God will make all things new and will be glorified in all things forever.