

OPERATIONS MANAGER

St Andrew's & All Saints, Malvern

£27k-32k* pa full-time

(we are open to being flexible about the hours for the right person)

*Appointment will be made within the above scale based on relevant skills and experience

Are you passionate about supporting churches and helping communities flourish through high-quality administration, effective communication, sound governance and efficient management of operations?

Are you a good 'people person' who loves to resource and encourage others to thrive in their God given ministry?

Would you like to help shape the vision and ministry of a unique innovative and growing church in beautiful Malvern which is passionate about seeing God's Kingdom come across its varied community?

St Andrew's & All Saints are seeking to appoint a key senior leader with strong people skills to this new role as we restructure our leadership in the light of recent growth and staff changes. The Operations Manager will oversee and manage all of the practical, administrative and operational aspects of church life and play a vital role in supporting our leadership and congregations as they seek to live out our vision to 'partner with God in the flourishing of our communities.'

Application forms and further information can be downloaded from

www.standrewsandallsaints.org/vacancies

Closing date for applications: **Friday 3rd June 2022**

Interviews will take place mid-June



St Andrew's & All Saints

Partnering with God in the flourishing of our communities

St Andrew's is Registered Charity No 1128973. All Saints is currently an Excepted Charity.

Introduction from Dave the Rector



Thank you so much for expressing an interest in our Operations Manager post. We have been praying for several weeks now for the right person to come and join our team here in this key role and I hope the information below will help you to discern if this might be you.

St Andrew's & All Saints - A Unique and Thriving Community...

St Andrew's & All Saints churches have been working closely together since 2001 as a vibrant and contemporary all-age Christian community, serving the beautiful town of Malvern in Worcestershire. Our congregations are really supportive and servant-hearted and are growing rapidly - we have nearly doubled in size over the last 6 years, have had around 100 people join us in the last 15 months, and currently have a 'worshipping community' across our two

churches of nearly 400 people. We are part of the Church of England and are also connected to the New Wine network. We have a great spread of ages – with a large number of 'early retirees' eager to serve and volunteer at one end, and nearly 100 enthusiastic and full of life children and youth at the other. During the pandemic we moved to a new service pattern, which offers 6 different types of services across our churches in a variety of styles and at a variety of times to meet a variety of needs. We have a passion for



serving our community and reaching people with the good news of Jesus, and have a large number of different ministries, many run by volunteers in our congregations, including Christians Against Poverty (CAP), a weekly bereavement café, community projects at the local Octagon Centre, Messy Church, Alpha, 'Holiday at Home' and 2 toddler groups. More information about all of these can be found on our website www.standrewsandallsaints.org and in our 2021 Annual Review at www.standrewsandallsaints.org/resources/annual-reviews. We see our calling not just to serve our parishes, but to 'be a blessing' and support other local churches too – 'Blessed to be a Blessing' is one of our key values.

A Unique and Varied Context...

Our parishes offer a unique and varied mixture of contexts too – which was one of the big things that attracted me to the role six years ago. From St Andrew's Church you have a stunning view of the Malvern hills which are only a few minutes' walk or drive away. A large proportion of St Andrew's and All Saints' parishes consist of fairly affluent Malvern housing (with the often hidden challenges that brings) with several large commons tucked in between the estates. However, just a short walk away, there are areas of substantial deprivation - a large proportion of St Andrew's parish based around the Octagon Centre, and the whole of St Mary's parish in neighbouring Pickersleigh, which is part of our wider team - that have much more visible and significant social needs. Part of the exciting challenge we face as a church is how we serve and minister to such a variety of social contexts, and needs and how we can partner with God in seeing His Kingdom come in all its fullness across these different areas.

A Unique Moment in Time...

With the significant growth that we have seen over the last 6 years, and the departure of our curate just a few weeks ago (to take up his first incumbency in Dorset), we have recognised the need to transition to a new and more appropriate leadership and staffing structure in order to continue to be a growing,

healthy and sustainable church and fulfil the vision which we believe God has called us to. Since January, we have been prayerfully discerning what this new structure should look like and this has led to us create a structure with 5 key ministry strands, each led by a different 'ministry leader' (more details of this can be found at www.standrewsandallsaints.org/apcm-updates/). The Operations Manager will be the ministry leader for the 'Communications and Support' strand and part of the Core Senior Leadership Team. In addition, we are creating several other new teams focussed on particular ministries to widen leadership across our churches, and are also looking to recruit a new Associate Community Minister and a Youth Minister. It is therefore a very exciting and important time for someone to come and join what will be a completely new senior leadership team and help us shape the future in this next chapter for St Andrew's & All Saints.

Up to now we have had two-part time administrators in the Church Office. One of our administrators who has also been acting as Secretary for our PCCs, will be retiring in a few weeks' time, but our other administrator, Kirsty, who also is our Church Centre Bookings Manager will be continuing in her role and working 8 hours per week. We also have an excellent and friendly church cleaner, Anita, who acts as the Church Centre Assistant where required.

As the Rector, I currently oversee much of the communication (weekly mailing, Facebook, seasonal publicity, etc.) and often end up being the point of contact for ministry leaders to liaise with over practical and operational issues. One of the main reasons for creating this new role is to release me from these responsibilities to allow me to focus more on the other aspects of ministry.

Whilst we are clearly looking for someone who is a good organiser, with strong administrative and project management skills, we are also keen to find someone who has strong people skills who can help us create a culture where everyone feels cared for, supported and valued. We want this person to be a great 'first point of contact and front of house' for visitors and enquiries and someone who will also be willing to offer prayer, advice, encouragement and basic pastoral support to our volunteers and leaders.

We have advertised this role as a full-time role, but are open to be flexible about this for the right candidate. It would be very possible for someone to work a significant number of part-time hours and for us to increase administrator hours to cover some of these responsibilities to compensate for this,

Thank you so much for considering this role and if you are at all interested, or have any questions, then please do feel free to contact me to talk further about the possibilities.

Dave

Rev Dave Bruce

Tel 01684 565490

Email: rector@standrewsandallsaints.uk

St Andrew's & All Saints Mission Statement

- Encountering Jesus in Worship, Prayer, Word and Spirit
- Growing whole-life, life-long disciples
- Seeing lives transformed and communities flourish as we demonstrate and proclaim God's Kingdom

Job Description

Job Title:	Operations Manager
Salary	The pay scale is £27-£32k (full time) plus pension. Starting salary will depend on demonstration of relevant skills and experience. Where appropriate, salary progression will be within this scale, subject to annual review.
Hours	37.5 hours per week over 5 days (usually Monday to Friday, but will need to include some evening and weekend work where necessary, for which time off in lieu will be given). We will be happy to consider reduced hours for the right person so talk to us about what would suit you.
Location	St Andrew's Church Office, Malvern
Reporting to	The Rector of St Andrew's & All Saints
Annual Leave	30 days inclusive of public holidays per year

Role Overview

The Operations Manager is a key member of the Senior Leadership team whose role is to strategically lead and oversee all the operations and practical aspects of church life to enable the ministry and mission of the church to grow and flourish. The post holder will support, resource and encourage leadership, volunteers and the Rector in particular. They will oversee the church's programmes and administration, working alongside the PCCs and leadership teams to facilitate our vision of 'partnering with God in the flourishing of our communities'. The role will require the implementation of effective governance together with the development of creative and efficient strategies and systems to realise that vision.

1. Contributing to the Strategic Leadership of the church.

- Be a key member of the Senior Leadership (Core) Team, prayerfully discerning vision and strategy for the church.
- Supporting the Rector, Wardens, Ministry Leaders and PCCs with practical activities necessary to ensure that the church achieves its vision.
- Co-ordinate and manage the church diaries of events in discussion with the Rector, Senior Leadership Team and wider ministry leaders.

2. Supporting Ministry and Mission across the parishes

- Be the key point of contact for all leaders of ministries and events in order to provide practical support, resources, publicity and operational advice and guidance.
- Ensure that volunteers and staff feel appreciated, and valued; that good news is celebrated and difficulties are heard, supported and addressed.
- Encourage and offer basic spiritual and pastoral support to ministry leaders - offering to pray and take time to discuss issues with them where appropriate.
- Manage the logistical and practical side of services and other events, including ensuring service PowerPoint and EasyWorship schedules are set up and produced effectively.
- Collate and manage service rotas and support and ensure effective communication with other ministry teams where required.
- Co-ordinate, alongside the Parish Administrator, the administration and organisation for occasional offices (baptisms, funerals and weddings) including maintaining an up to date database for future follow up.
- Manage and oversee the St Andrew's Church Centre, including maintenance, health and safety, hiring charges, marketing, communication with Centre users and bookings (working closely with the Parish Administrator & Centre Bookings Manager who will manage external bookings), and particularly maximise opportunities for mission.
- Ensure essential consumables (e.g. communion wine and stationery) are ordered.

3. Managing the Church Office and Administrative Roles

- Manage the Parish Administrator & Centre Bookings Manager, cleaner and any other support staff, in respect of their activities, performance and wellbeing.
- Manage and develop efficient and effective administrative processes within the church office.
- Oversee the church database, working closely with the Electoral Roll Officers and Welcome Team, produce updated Church Directories when needed, and explore potential use of new church management systems.
- Work alongside the Welcome Team in providing speedy and effective follow up to new contacts and facilitating their integration into church life.
- Field day to day enquiries from parishioners, new contacts and members of the community by email, in person and telephone.
- Ensure that other administrative tasks are completed (e.g. photocopying, ordering of resources and backups) in order to support ministries.

4. Communications and Networking

- Have strategic oversight of the communications strategy.
- Create and send out the weekly mailing in consultation with the Rector.
- Keep the website updated with events, services and other key information.
- Manage the production and distribution of resources to the congregation: e.g. life group notes, other teaching materials and letters.
- Oversee the production and distribution of all publicity – e.g. Christmas/Easter/Harvest leaflets to the communities, posters and noticeboards, Facebook.
- Collect feedback and 'good news stories' from the activities of the church for publicity, celebration and evaluation.
- Oversee and update websites such as 'A Church Near You' and 'Find a Church.'

5. Governance, Policies and Procedures

- Act as the PCC Secretary for St Andrew's (and All Saints where necessary).
- Organise the APCM and Annual Reviews.
- Oversee, in conjunction with key PCC members, the various church policies and procedures, and ensure that these are accessible and updated as necessary and are maintained under appropriate configuration control.
- Ensure church policies and procedures are fully compliant and enforced, including Health and Safety, Risk Assessments, Fire Safety, Food Hygiene, Safeguarding, GDPR, Church of England requirements and Charity Commission requirements.
- Manage the various records and registers, alongside the wardens and submit annual statistics to the Diocese.
- Provide support to the Parish Safeguarding Officer where necessary, including support for Safer Recruiting procedures.
- Ensure that all necessary insurance and licences are in place e.g. copyright, church insurance and Data Protection Licences.

6. Buildings and Facilities

- Maintain, in partnership with the Wardens and key PCC members, the church buildings and other facilities.
- Chair the All Saints Fabric Committee.
- Manage the church properties as needed – liaising with contractors and workmen and dealing with maintenance issues.
- Be the focus for moving both churches to net-zero and becoming eco churches.
- Ensure that both churches are appropriately secure, especially when unattended.
- Ensure that any buildings projects are fully overseen.

7. Financial Management and Fundraising

- Support the Treasurers with any day to day financial tasks.
- Help create yearly operational and ministry budgets working alongside the Treasurer, Rector, Standing Committees and PCCs.
- Seek opportunities to fundraise through grant funding, and other sources (e.g. local council), and provide reports and evaluations where required to funding bodies.

8. Human Resources

- Ensure good and effective HR procedures are operating, including regular updating of the Staff Handbook.
- Support the Rector in recruitment of new staff and other HR procedures.
- Record staff holidays and sickness.

And any other operational responsibilities as agreed with the Team Rector, as the role and team develops.

Future Possibilities

The next few years will bring a change of leadership in our neighbouring parish, St Mary's in Pickersleigh, which, with St Andrew's & All Saints, makes up our wider 'Chase Team.' This may well open up exciting opportunities for the post-holder to be involved in supporting this, the most deprived area of Malvern, also. Therefore the role may well develop and new responsibilities be added in future years.

Person Specification for Operations Manager

Spiritual qualities

- A dedicated follower of Christ with a heart for the church, its mission and ministry.
- A prayerful Christian who is committed to their own personal spiritual growth and maturity as well as that of the church.
- Someone who is called to be an active member of our church, committed to our values and to enabling the outworking of our vision and mission.

Personal qualities

- A highly motivated, resilient and disciplined individual able to prioritise, take initiative, plan and competently handle a demanding and varied workload without needing to be micro-managed.
- A person who will be committed to the strategic development of the church, a skilled coordinator and able to facilitate the practical implications of our vision and reach out to our community.
- An encourager with strong inter-personal skills including a sense of humour, the ability to listen well and establish rapport with a diverse range of people and ages, both inside and outside of the church.
- A practical person who is a team player with leadership gifts and experience of managing and developing teams.
- A prayerful person with a servant-heart and ability to seek God's wisdom in all and especially in difficult situations.
- Able to organise workloads and the working environment and manage projects.
- The willingness and ability to work flexibly including some evening and weekend work.
- A person of honesty, enthusiasm, integrity and reliability.

Skills and experience

- Previous experience in a similar role in a Christian/church/secular context.
- Experience of planning, operational and strategic leadership with the ability to translate vision into action.
- An understanding of churches, charities and their legal responsibilities including implementation of statutory procedures and policies, knowledge of HR procedures, insurance, health and safety and safeguarding.
- The ability to work with others in the maintenance, safety and security of the buildings and grounds.
- Strong verbal and written communication skills.
- Experience of basic publishing software (e.g. Publisher or Canva) and the ability to produce good quality publicity materials.
- Strong IT skills, confident in the use of Microsoft Office, and social media.
- Experience of effective management of staff.
- Experience of budgeting, financial management, oversight, and ability to identify grant opportunities and write bids.

There is a genuine occupational requirement for the successful applicant to be a committed Christian, willing to respect the views of the church leaders they work under and actively embrace and live by the values and ethos of St Andrew's & All Saints and the Church of England.

St Andrew's & All Saints, as part of the Church of England, is committed to the safeguarding, care and nurture of everyone within our church community. In the Diocese of Worcester we follow and are committed to the Church of England's House of Bishops' Safeguarding Policies and the relevant statutory legislation and guidance "Working together" to ensure the welfare of children and young people is paramount. These are available [here](#).

Recruitment for this role which will involve direct contact with children and vulnerable adults is subject to the guidelines outlined in the [Church of England's Safer Recruitment & People Management practice guidance](#) including an enhanced DBS check.

Completion of the relevant Church of England safeguarding training will be required as part of the probation period for successful applicants.

Terms of Appointment:

- An enhanced DBS check will be carried out prior to appointment.
- Working expenses will be reimbursed by the PCCs.
- There will be a probationary period of six months.
- There will be an annual review where the job description will be reviewed.

Application Process:

Application forms can be downloaded from our website
www.standrewsandallsaints.org/vacancies

Application forms should be completed and returned by midnight on **Friday 3rd June 2022** to the Rector (rector@standrewsandallsaints.uk).

We hope to interview mid-June and for the successful applicant to start as soon after that as possible.