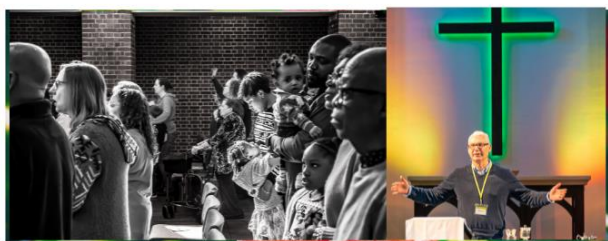




Reading
Gateway
Church

OPERATIONS MANAGER

Job Description and Role Specification



Position: **Operations Manager**

Purpose of Role: The Operations Manager is a key management role at Reading Gateway Church, responsible, together with relevant church officers, for managing all aspects of governance and, in partnership with the Parish Administrator and Church Wardens, the operational running of the church.

The Operations Manager will also work closely with both the Parish Administrator and the church leadership to ensure that systems to support the growth of the church family are efficient, innovative, and sustainable.

Accountable to: Line Manager: The Rector
Trustees: PCC

Employer: The PCC of Reading Gateway Church

Supervisory Cleaning staff

Responsibility:

Works with: Clergy & Ministry team
Church Wardens
Safeguarding Officer
Health and Safety Officer
Parish Administrator

Other Key Nominated pastoral support person

Relationships: Nominated alternate to line manager, with whom grievances may be raised

Main Area of The operational running and administrative governance of the church.

Responsibility: As with all operational management roles, we expect that this role will change and develop as the church grows in its mission and according to the individual skills and experience of the successful candidate.

1. Key Responsibilities –

Strategy and Development

- Working within the vision strategy set by the Rector and PCC, seek to develop operational strategies that support the growth of the church.
- Working with the ministry team and other key staff, implement logistical systems that ensure the smooth running of services, events and church family activities.
- Support the logistical arrangements necessary to ensure people are connected into church family quickly and efficiently at services and other events.

- Ensure the communications database and other communication systems are of a high quality, fit for purpose and legally compliant.

Operations

- Ensure that appropriate governance and operational policies and procedures are in place and maintained, particularly those for Health & Safety, DBS, GDPR. Ensure they are communicated as needed across the church, together with the administration and recording of required training and clearances.
- Ensure that risk assessments are undertaken and documented, that any necessary action is taken and records held.
- Oversee the cost-effectiveness of supplier contracts and interact with suppliers, including utility services, IT specialists and maintenance contracts.
- Manage cleaning staff.
- Support the Parish Administrator regarding emerging problems related to hall hire and supplier and maintenance contracts, and, propose solutions to the PCC Standing Committee.
- Take the lead on and, working with the Parish Administrator, continuously adapt and improve processes and procedures to enable the smooth administration and functioning of the church in a changing environment.
- Ensure the provision of cover for the Parish Administrator during office hours (currently 9-1) when they are not in the office.
- Establish and maintain agreed levels of service – for facilities, hospitality, security, cleaning etc for the different users of the church buildings.
- Support church groups in their operational needs and be a first point of contact for resolving operational issues.
- Working with the Ministry Team, ensure the organisation of resources and equipment for all church events and services. This includes Sunday and other services, meetings, courses, 'Kids' and other developing ministries.

Property

- Together with the Church Wardens, and, where necessary, the Archdeacons and Diocesan Advisory Committee, take responsibility for the upkeep of all church buildings, staff houses, church sites and facilities, ensuring they are managed and maintained effectively and efficiently to provide a safe and welcoming environment.
- Facilitate and chair a Fabric and Buildings Maintenance team, and work with the Church Wardens and Diocesan Advisory Committee to prepare 'Faculty' requests

- Ensure the church complies with all relevant legislation regarding buildings and sites (e.g. Health & Safety, Church of England Governance, Fire and Building regulations etc.).

HR Management

- Ensure safe recruitment processes are in place for all paid and volunteer team members.
- Ensure all HR policies are up-to-date and followed. Instigate the development of additional policies, as appropriate.
- Oversee and maintain some confidential staff records.
- Working with our contract payroll company, administer payroll.
- Ensure role descriptions are developed and maintained for all staff – employees and volunteers.

Special/other requirements for this post

- Work flexibly within the scope of the post to support leaders in fulfilling their ministry objectives
- Show resilience and the ability to deal with challenging situations.
- Attend prayers and Ministry team meeting on a Monday morning, and other meetings as required (including occasional meetings in evenings).
- Support the effective implementation of the church's vision.
- There is a Genuine Occupational Requirement for the post-holder to be a practising, baptised Christian, to be sympathetic with the creeds of the Church of England, and to agree with the vision, values, and ministry strategy of the PCC.

This list of main roles and responsibilities is not exhaustive, and the post-holder may be required to carry out other duties as required.

2. Person Specification

Attributes	Essential	Desirable
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ▪ A committed Christian with an active faith in God and a desire to see the local church thrive. * Given the nature and context of the work it is an occupational requirement that the post holder should be a communicant member of the Church of England or a full member of a church within Churches Together in Britain and Ireland in order to fulfil the main purpose of the post. This post is therefore exempt under Schedule 9 of the Equality Act 2010. ▪ A well organised manager who can take initiative and work effectively with others. ▪ Commitment to work accountably and as part of a team. ▪ Self-motivated with an ability to work under pressure and to manage use of time. ▪ An enthusiastic, attentive, empathetic, and wise person ▪ Inclusive, flexible and innovative, adapting to change. ▪ A satisfactory DBS Check at an enhanced level ▪ Baptised Christian 	<ul style="list-style-type: none"> ▪ Confirmed member of the Anglican Communion. ▪ Fun-loving and a great sense of humour
<p>Education and Training</p>	<ul style="list-style-type: none"> ▪ A good standard of written English and Maths skills (GCSE or equivalent). 	<ul style="list-style-type: none"> ▪ Any relevant administration or IT training qualifications.
<p>Experience</p>	<ul style="list-style-type: none"> ▪ Experience of working within teams and managing people and resources. ▪ Proven experience of clear communication. ▪ Proven ability to solve problems. ▪ Experience of developing and implementing organisational systems. 	<ul style="list-style-type: none"> ▪ Previous experience working within a church setting. ▪ Proven experience of planning and delivering projects.
<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> ▪ Excellent IT skills and an ability to learn and use social media and basic management apps including (e.g.) Churchsuite, Xero Accounts and Canva 	<ul style="list-style-type: none"> ▪ More advanced skills with social media and web-based communication.

	<ul style="list-style-type: none"> ▪ Strong verbal and written communication skills. ▪ A relational individual with the ability to build good connections within the church. ▪ Organised with a high attention to detail. ▪ Own transport 	<ul style="list-style-type: none"> ▪ Able to manage a simple budget. ▪ Skills in writing policies to comply with law/guidance and/or formal applications (eg for funding, faculties).
Behaviours	<ul style="list-style-type: none"> ▪ We are an open, inclusive evangelical Anglican church and expect the candidate to live a lifestyle commensurate with our beliefs and core values. ▪ Diplomatic, discreet, and trustworthy ▪ Personally secure, and emotionally resilient, able to keep calm under pressure. ▪ An understanding of Reading Gateway Church's vision and values and commitment to work within them. 	

3. What we offer you

- Participation in a great team, within a vibrant, growing church. It is an exciting and challenging place to work and is full of variety. We aim for a 'can do' environment where innovation and creativity is encouraged alongside serving others. Staff community is welcoming, warm and engaging.
- Appropriate training.
- Working Conditions:
 - Part Time: 20 hours per week. These hours can be worked flexibly but it would be expected that this person is normally present for prayers and the Ministry team meeting on a Monday morning, and for relevant meetings (some of which may be in an evening).
 - The post is initially based at St Agnes church, but may broaden to involve a presence at the church's other sites within the parish.
 - Salary: £14,667 pa. (pro rata for full-time (37.5 hr/week) salary of £27,500 pa)
 - Expenses: we will pay legitimate expenses
 - Pension: we pay a 3% pension
 - Holidays: 20 days based on a 5-day working week. Statutory public holidays are in addition to this leave.
 - Contract: 3 year fixed-term contract, following satisfactory completion of a probationary period of 6 months and a full review at this point.

4. The future

This post is fully funded for three years. The end of that period will allow a review on both sides, but our hope is that this post will become a permanent fixture.

5. Reading Gateway Church Vision and Values Statement

1. Who we are (our Identity as a church)

We are one church made up of two sites at St Agnes and St Barnabas who are:

- A united Christian presence across South Reading.
- Passionate about showing God's transforming love, healing, and compassion to all.
- A welcoming, caring, generous, joyful, and inclusive community who do life together.
- A kingdom focused church who reflects their diverse local community.
- A highly relational community with a heart for God's mission.

2. What is our call (Vision)

Our vision is to see

'South Reading experiencing and being transformed by the Good News of Jesus.'

Growing Disciples:

- By being a worshipping and praying community who encounter God through varied and vibrant styles of worship and prayer, led by Word and Spirit.
- Through building relationships, caring for and supporting one and other.
- To be an active Christian presence within the community of South Reading, prioritising, children and families, young people, and schools. Equipping, enabling, and empowering everyone to be more Christlike in how we live as the people of God.
- Building the confidence of all to share the good news of Jesus.
- Resourcing, developing growing leaders and encouraging all to use their gifts collaboratively across the parish.

Reaching Out

- To be an active Christian presence within the community of South Reading, prioritising, children and families, young people, and schools.
- Through social action projects prioritising the isolated, lonely, poor, needy, elderly, and vulnerable.
- To build on and develop relationships through partnership working with local support agencies, churches, and community organisations across the parish.
- To cultivate and develop missional opportunities and worshipping communities across the parish to extend the kingdom of God.
- To reach out to the local business community and new housing developments.

3. What are our values (Our Character as a church)

- **Prayer and worship** – being at the heart of all we do as a church community.
- **Spirit-led** – a kingdom focused church community led by the power of the Holy Spirit.
- **Love in action** – a united church whose lives demonstrate God’s love and hope to all.
- **Encountering Jesus** – our desire is to see everyone encounter the transforming love and power of Jesus.
- **Being Christ Centred** – in how we live, relate to, and treat others.
- **Inclusive Community** – built on loving relationships where everyone is valued, accepted, involved and able to contribute.
- **Social transformation** – a church community where the gospel principles of generosity, social justice and compassion are put into practise.