

Saint Paul's Hammersmith – Operations Manager (Maternity Cover) Job Description

Job Title	Operations Manager (Maternity Cover)
Responsible to	Director of Operations
Manages	All Operations team, including Finance, HR, Facilities and Bookings
Liaises with	Saint Paul's staff and congregation, external organisations, public
Work Location	Saint Paul's Hammersmith

Saint Paul's Hammersmith lives to glorify God by becoming a transforming community for London and beyond. Our strategy is the formation of dynamic, urban, missional disciples. We give ourselves to be shaped by God to shape the city.

Overall Purpose of Role

We are looking for an energetic and experienced Operations Manager who can join our team and hit the ground running. If you are someone who enjoys an entrepreneurial environment, thrives on making project plans and smooth-running processes, and would like to make an impact at Saint Paul's, we would love you to apply.

The Operations Manager will work closely with the Director of Operations and Senior Pastors to manage all the operations of Saint Paul's Hammersmith Church and Centre, providing cost effective, efficient & dynamic day-to-day site management and resourcing whilst delivering on any necessary agreed project plans and outcomes. This includes working on Finance, HR, IT, Property & Facilities management, bookings and logistics. You will be responsible for the day-to-day operations of SPH, ensuring best practice, good governance and legal compliance, contributing to the overall strategic vision of the organisation.

You will need to demonstrate discretion and sound judgment in all interactions (written/verbal); managing confidential and sensitive information with the highest regard for GDPR/data protection compliance, organisation policies, procedures, and practices.

Key Responsibilities

Operations

- Execute and manage all Operations budgets including Comms, HR, IT and Saint Paul's Centre.
- Manage external contract relationships ensuring value for money and delivery is in line with agreed project scope/specifications and high-quality service.
- To oversee the management of the IT, telephone and internet equipment/systems.
- To manage the relationship with all providers and suppliers.
- To manage the IT Support team to ensure that incidents and requests are handled efficiently and ensure that documentation of the supported components is available and in an appropriate form for those providing support. Act as escalation point for IT support issues.
- Take responsibility for all risk assessments within the organisation.
- Take responsibility for the organisation's asset registers.
- Develop our facilities processes, and ad hoc teams supporting bookings and events, to ensure their safe and efficient running on-site.

Human Resources and Governance

- Working on Safeguarding, Health & Safety and Risk Management overseeing the development and implementation of SPH internal governance documents and procedures in line with both Diocese and UK charity legislation.

- Working with Director of Operations and collaborating with Operations Coordinator to oversee the coordination of regular review and updates required for HR policies and procedures, including health and safety, GDPR, budgeting, safeguarding, first aid, compliance, security etc. Updating management guidelines and communicating with employees when appropriate to do so.
- Engage with key stakeholders and support the Director of Operations on negotiations with contractors, local government, client partners and grant funding bodies securing both best commercial and missional outcomes for SPH.
- Build collaborative relationships, promoting an integrated approach with partner use of the buildings.
- Overseeing care for our staff team, staff investment, recruitment, and team training.
- Support the Operations Director in timely preparation, monitoring and communication of monthly accounts, budgets and cash flow forecasts for Finance Committee and PCC. This will also include reporting on SPH buildings, project plans and updates.

Communications

- Administrative oversight of all SPH communications, ensuring the SPH branding, voice and tone remains consistent.
- Developing and maintaining a communications strategy, working with ministry leads to incorporate all activity.
- Maintaining a forward-looking communications calendar, ensuring assets are produced in time for ministry events.
- Managing the relationship with our external Media agency, overseeing development of content, branding, web design, comms requests and delivery.
- Supporting the Lead Pastors in curating written communications for congregation.

Essential Skills, Knowledge and Experience

- Operations Management experience in a similar role.
- Experience in a communications-based role.
- Attention to detail and results oriented, with ability to multitask, prioritise and delegate accordingly and flexibly. Knows when to seek guidance/advice in a timely manner.
- Project management methodology including internal/external stakeholder and supplier management and resource planning.
- A proven ability to lead teams, drive continuous improvement and develop and maintain positive relationships with key stakeholders.
- Excellent communication, organisational, interpersonal and written skills.
- Experience managing budgets.
- IT literate and proficient Microsoft package user.
- Ability to think strategically, anticipating future trends and translate into organisational planning, resourcing and budget.
- Demonstrates personal integrity, discretion, personal accountability, and godly wisdom to discern best course of action and sound judgement.
- Delivers on commitments with a flexible and can-do, solution focused approach.
- Strong relationship builder, with personal credibility to represent Saint Paul's in interactions internally and with stakeholders/community partners/local government.
- Personal faith in Jesus Christ underpinning a lifestyle of integrity and ministry.
- Active engagement in Saint Paul's Hammersmith church life/community.

Working Requirements

- Proof of right to work in the UK according to UK Legislation.

- Days of work: 35 hours per week, Monday – Friday
- Work hours: 9:30 am – 5:30 pm with a one-hour unpaid lunch break.

Key church services and events

- Key church events: Annual Parochial Church Meeting, Church Weekend, and some evening events.
- Easter and Christmas services.
- Staff events: Staff retreat (typically 1 week in January)
- Attendance at Tuesday morning staff meeting

Package

- Annual salary of £30k – £35k depending on experience.
 - 25 days of annual leave plus bank holidays
 - Employer pension contribution
 - Annual staff retreat at an offsite location
- **Important note:** Many roles require candidates to be DBS checked (Disclosure and Barring Service Certificate) up to the appropriate level as a condition of employment.