

OPERATIONS MANAGER:

Role Description

C+RIST
C+URCH

West Didsbury

& St. Christopher
Withington

Job Title:	Operations Manager
Reporting to:	The Rector & Churchwardens
Employed by:	The Parochial Church Council
Salary & Hours:	£10,000 per annum, 15 hours per week, (3 hours per day, Monday-Friday, preferably 9am-12pm but times are negotiable). There may be occasional weekend working required
To be reviewed after a probationary period of 3 months	

Rôle Summary:	<p>The purpose of this position is to support the work of a busy, diverse parish, embracing our strapline: 'welcoming – worshipping – serving'.</p> <p>We have five managed buildings (two worship spaces, two halls and one meeting room) which are hired out to the community and in daily use</p> <p>We have a busy music/concert and events programme.</p> <p>We welcome all who turn to the church in times of joy and sorrow, and provide accessible worship and support for all who approach us for baptisms, weddings and funerals.</p> <ul style="list-style-type: none">i. By providing administrative support to the Rector/clergy/churchwardens, the Operations Manager will increase the ministry team's capacity to lead the congregation in spiritual growth and outreach, as we seek to be the church for this community.ii. By managing and developing the use of our church buildings, which are well used each day, the Operations Manager will increase our capacity to offer hospitality and welcome to all.iii. By managing our marketing strategy and online presence, the Operations Manager will improve our communications with the wider parish as we seek to welcome all. This will include managing our social media presence.iv. The Operations Manager will work primarily from the office at Christ Church. They will work principally with the ministry team and Churchwardens.
----------------------	--

PRIMARY RESPONSIBILITIES

1. Our buildings

Bookings

- Respond to hire enquires through email, telephone and social media.
- Manage the online calendar for all buildings.
- Coordinate opening/closing for hirers who do not hold keys.
- Issue hire agreements (from templates).
- Keep clear records and manage the physical document files and cloud server digital files.
- Invoice hirers through our accounts package and record invoice payments.
- Welcome possible new users and show them around the buildings.
- Set the online heating system on a weekly basis.

Purchasing

- Monitor stock levels and purchase materials needed for caretaking and cleaning duties.
- Monitor stock levels and purchase stationery.
- Purchase low level maintenance materials (e.g. light bulbs).
- Record purchases and expenses in the accounts software.

General Building Management

- Monitor lost and left property.
- Manage key log and arrange distribution of keys to hall users.
- Check all facilities on a weekly basis and report any maintenance needs.

2. Church Marketing and Communications

Internal communication

- Answer the church telephone and be the first point of contact for enquiries.
- Develop and maintain a database of church contacts and manage data protection regulations.
- Use the contact database to issue newsletters and invitations to church events and services.
- Collate information for our monthly magazine.

Website and social media

- Manage and keep up to date the weekly news page of the church's website.
- Develop and keep up to date our presence on social media.
- Manage the church's social media account details.

3. General Assistance

- Assist with grant applications and other fundraising efforts.
- Any other incidental tasks as requested by the Clergy/Churchwardens
- Work with the PCC Secretary to produce papers for PCC and APCM
- Assist with setting up the buildings for church special events

PERSONAL SPECIFICATION

This position will involve direct contact with children and vulnerable adults. An Enhanced Disclosure for the Disclosure and Barring Service, including a check of barred lists, will be required for the post-holder.

Criteria	Essential (E) Desirable (D)
Be supportive of the mission and ministry of our parish	E
Excellent verbal, written, numerical, and interpersonal communication skills	E
Knowledge and experience of Microsoft Office.	E
Knowledge and experience of desktop publishing and image software	D
Knowledge and experience of database management and website management (D) or willingness to develop skills in database management and website management (E)	D / E
Ability to relate, and provide a warm welcome, to a wide range of people.	E
Be self-motivated and able to manage own time and work effectively	E
Ability to maintain confidentiality	E
'Enhanced' DBS	E
Ability to work efficiently under pressure, exercising initiative and judgment.	E
A commitment to and an understanding of equality and diversity	E
Understand Safeguarding procedures (D) and be willing to undertake training (E)	D / E
Experience of working as a member of a professional team	D
Experience with using accounting software	D

Any offers are conditional upon satisfactory references, basic DBS check (to be conducted at offer stage) and proof of eligibility to work in the UK.