Christ Church **W4**

Job Specification: Operations Director, Christ Church W4

Reports to: Vicar

About Christ Church W4:

Christ Church W4 (CCW4) is a vibrantly diverse community of interesting people wanting to be a prophetic movement of disciples making disciples, joining God in transforming Chiswick, London and the World.

In normal times, our church is active throughout the week with hundreds of people engaging with our Sunday services and midweek provision of dedicated groups for children, youth and seniors, and even more using our three buildings for rented purposes (ranging from concerts and performances, parties and balls, to being a school gym or filming venue).

We are a multi-site church where all ages are represented and are encouraged to live life in all its fullness and minister to the church family and wider community. On Sundays there are three services – 9.30am at Christ Church, 10.30am at St Alban's and 6.00pm at Christ Church. There is also a mid-week communion service at Christ Church on Thursday.

See more about our vision and values at www.christchurchw4.com

Some history:

In the past nine years we have grown from one church – Christ Church Turnham Green - to three sites with the addition of The Mission Hall in 2012 and St Alban's Acton Green in 2014. St Alban's was de-consecrated in 1999 and scheduled to be sold and converted into flats in 2000 but was saved by the local community who fought for it to be retained as a community facility.

Since 2014, Christ Church W4 has brought St Albans back to life with the installation of a new roof, heating, toilets, stage; restored the floor and created a 24/7 Prayer Chapel. A new audio-visual system that will both enhance the quality of our church services and the attractiveness of the building as a venue for entertainment and community events has just been installed.

Consequent to these changes, the administrative effort required to develop, maintain, and manage the buildings and all the activities that happen within them has grown proportionately. From one part time Parish Administrator in 2010 we now have an operations team consisting of a Facilities Manager, full time Parish Administrator and part-time Caretaker. It is planned that an IT specialist will be recruited or contracted in 2022. This team is currently managed by two lay members of the congregation who also oversee the fabric and human resource functions for the staff team of 12.

About the role

We are looking for someone to join the senior leadership team with specific responsibility for overseeing the practical organisation and legal compliance functions of the Church and all its

ministries. The Operations Director will be a strategic thinker, able to work alongside the Vicar to help develop long term strategies which will enable us to turn our vision and values into reality. He or she will have attention to detail as well as the ability think strategically about building our community from welcoming newcomers on initial arrival through to feeling part of the church family and serving through volunteering. The person appointed will line manage the operations team and ultimately take over the day-to-day management of the fabric and human resource functions in conjunction with the two lay members of the congregation. Close co-operation with the Treasurer to manage our finances will also be required. An upcoming challenge will be to build the profile of our buildings for community use and optimize the revenue generated from them.

The appointed candidate will have a demonstrable track record of successful strategic and operational leadership at a senior management level and evidence of leading strategy implementation and ensuring that resources are in place to provide effective and sustainable delivery, preferably in the church or charity sector.

Person Specification:

We are looking for a confident, experienced, grounded Christian leader who can navigate the intricacies of Church life with the right balance of exceptional communication, influencing skills, assertiveness, and diplomacy

Essential Skills	***Desirable Skills***
Committed Christian who is prepared to worship at CCW4 and embrace its values/vision	Operations Management experience
Church or Charity management experience in paid or voluntary role/s	
People Management	Management of Volunteers
Excellent Organisation Skills	
Project Management	
Clear thinker under pressure	Marketing management/ Promotion
IT Competent	Information management
Team Player	People development
Financially Aware	Budget Management
Excellent Interpersonal and Communication Skills	Degree or equivalent

Remuneration

We offer 25 days annual leave plus 8 bank holidays, Family Friendly policies including the opportunity for flexible working, and pension contribution with a full package of c. £45,000 depending on experience.

Please note that you will need to be eligible to work in the UK to apply for this position. You must provide proof of Right to Work in the UK. You should be willing to live locally and become part of the local community in Chiswick.

Offers of employment will be subject to a satisfactory disclosure from the Disclosure and Barring Service (known as a DBS check) and work and personal references.

Key Responsibilities

1. Strategy and planning

- Working with the Vicar to deliver operationally the vision of the Church
- Accountability for delivering the agreed goals

2 Facilities

- Drive for excellence in all facilities in all the Church's three buildings
- Create, review and manage excellent processes and policies related to all the buildings through the Facilities Manager

3 Finance

CCW4 is blessed to have a very good record regarding its Church finances

- Work with the Treasurer and Finance Team to co-ordinate the budget, liaising with colleagues, budget holders and suppliers to support their systems for financial management, audit, payroll, and gift aid reporting
- Support colleagues with their income generation, such as grant fund applications, tenders and financial planning.

4. Commercial

- Define the revenue potential for the Church's property portfolio and implement an appropriate commercial plan as responsible stewards of the Lord's assets.
- Ensure great value for money on all Church purchasing
- Identify and help secure grant-funding for specific pieces of work, providing funders with required information before, during, and after the project delivery

5. Church administration

- Facilitate outstanding Church Administration through the whole staff team, the team of volunteers and the management of technology
- To create a seamless experience for all services and weekly activities in all the Church buildings
- To ensure that the clergy are fully supported to do their roles through the excellent administration of the Church

6. Communications and IT

- Responsible for ensuring the best possible communication internally to the Congregation and externally to the Community to reflect our mission and values through newsletters and written communications/website/signage/Annual report/social media.

- Oversee the IT infrastructure and support for staff, utilising external resources to support as required.

7. Human Resources

- Work with the HR Group to ensure we develop and consistently implement HR policies and procedures covering, for example: recruitment & induction; remuneration; appraisals; training & development; capability & disciplinary reviews, HR record keeping.

8. Projects/ Events

- Co-ordinate key church events/projects in conjunction with the relevant Project Leader as required.
- Provide support and advice for others in their organising of projects and events.

9. GDPR

- Manage the church systems to ensure that CCW4 complies with all GDPR legislative requirements.

10. General duties: To undertake any other duties that may reasonably be required of this post holder, as directed by the Vicar

- Attend and participate in Mission & Ministry team meetings, which include times of prayer (weekly), and full staff meetings.
- Participate in/ receive line management
- Participate in training and personal/ professional development
- Any other duties/ tasks that may be reasonably asked by the Vicar