

JOB DESCRIPTION

Job Title:	Operations Manager
Responsible to:	Open Heaven Team Leader
Key internal relationships:	Senior Leadership Team, Trustee Team, Operations Team, Communications Manager, Buildings Manager
Key external relationships:	Bookkeeper (currently Beehive) St Peter's Management Committee, Elim Church Loughborough, Pioneer Network

Job Context

Open Heaven is a strong and growing church. Our mission is 'Making Disciples who establish heaven on earth'. We are known for our effective discipleship culture, the development and release of leaders, and working in unity and partnership with others across the body of Christ.

In 2013 we moved into a church building, that together with the Elim congregation, we renovated and made fit for purpose. This new facility has enabled us to run more projects to serve the community and host more conferences, events and courses to serve other churches in the town and the region.

As a Church we have three ambitious goals. The first is to be an Apostolic Resource Community which means we give away whatever we can to serve and strengthen other parts of God's church. We currently have planted two expressions of Open Heaven in Loughborough (called OH1 and OH2) and are preparing to launch OH3. We also run a monthly messy church and have sent two church planting teams out, one to France and one to Wales. The second goal is to be a City of Refuge and we are developing our local community engagement to complement our well established student Campus engagement. The third goal is to be an Open Heaven and deepen our spiritual lives through rhythms of prayer and worship and as that happens, to see an increase in the power of God at work through salvation and the supernatural.

Job Purpose

- To provide strategic and operational support to the Senior Leadership Team, Expression Leaders and Staff Team, in order to see Open Heaven Church continue to grow, flourish and fulfil our mission and goals

Scope and Limits of Authority

To have responsibility for:

- managing an overall budget of circa £300k
- troubleshooting and reporting problems to the Open Heaven Team Leader and Trustee Team
- spending authority around specific budget areas
- line managing the Cafe Manager and the Office Administrator
- the effective use of the St Peter's Centre

Areas of Responsibility

1. Organisational Health

- To be the office leader and culture setter, ensuring a healthy and effective work environment
- To ensure excellent systems and procedures are in place to cultivate a healthy, productive and effective organisation, to include:
 - the management of budget and finances
 - health and safety
 - IT, equipment and resources
 - data (in the role of Data Controller)
- To ensure all necessary policies are in place and embedded into our organisation

2. Strategy

- To work with the Senior Leadership Team to implement the strategies needed to fulfill our mission and goals
- To help monitor and evaluate the effectiveness of our current strategies and assist in the ongoing process of strategic development.

(One key part of our future is creating more missional expressions of Open Heaven that focus on the more unreached neighbourhoods and networks within Loughborough)

3. Finances

- To produce monthly finance reports to ensure we stay on track with our budget, by demonstrating budget setting, monitoring and evaluation processes, including maximising Gift Aid claims
- To process information we send to Beehive each month, such as invoices and payroll, and check that data provided by Beehive to us, is accurate
- To work with the Senior Leadership Team to ensure a successful Giving Sunday every September so that our resources match our vision

4. Staff and Volunteers

- To either work alongside our HR Lead (currently a high capacity, high calibre volunteer)
- To ensure all staff, interns and volunteers are briefed, trained, resourced, developed and managed well
- To provide performance evaluation processes to ensure all staff receive a high standard of support and direction
- To ensure staff, interns and volunteers have the relevant training and equipment they need to fulfill their roles
- To help cultivate an outstanding volunteer culture
- To audit the organisational chart/management structure and make recommendations

5. Events Management

- To work with the Operations team to run our bigger events e.g. the Weekend Away, the Leaders' Weekend, the Thank You Feast
- To carry an oversight of the yearly calendar of all other training events, courses, conferences and whole church socials and ensure they are led and administered well
- To assist in the organising of some bigger events across the Loughborough Churches Partnership

6. Communication

- To regularly liaise with the Communications Manager to ensure we have an effective, timely and relevant communication strategy, having particular regard for our external communication as we grow in profile and reputation

(The Communications Manager has a team of paid staff administrators and a communication intern.)

7. St. Peter's Centre

- To work with the St Peter's Management Committee and the Buildings Manager to ensure the building stays fit for purpose, and the income stream from hiring rooms is maximised (particularly from the main hall) within the existing agreement that church use is a priority
- To ensure all relevant risk assessments are in place and that health and safety reviews are regularly carried out. It would be desirable to be a member of SPMC
- To ensure St. Peter's cafe continues to develop and flourish
- To cultivate and ensure an effective working environment in the Open Heaven office area, as our open plan office space is shared with Elim church staff and good working relationships with our Elim friends are a priority

8. Link with Trustee Team

- To work with our Trustee Team, providing monthly finance reports and any relevant updates on issues of compliance or risk eg. health and safety

9. Safeguarding

- To be the Safeguarding Lead, working closely with the Safeguarding Coordinator

10. Resourcing the Pioneer Midlands Region

- To create an easy system for other churches to request and receive any resources they need from us

PERSON SPECIFICATION

It is a genuine occupational requirement of this post to have a personal faith in Jesus in order to help make Open Heaven Church a place where people can encounter God, grow in their discipleship journey and build community

Personal Qualities

- To demonstrate a Christ-centred character including a deep love for God and grace and love for people
- To demonstrate a consistent integrity, humility and valuing what Jesus values
- To have a commitment to understand and operate within the relational and culturally relevant culture of Open Heaven, our vision, ethos and values
- To be passionate about church growth
- To contribute to a working environment of mutual christian encouragement and growth
- To possess a commitment to teamwork and continual learning
- To be highly motivated and possess a healthy work ethic
- To use initiative to get tasks done
- To be willing and able to work flexible hours, occasional evening and weekend working will be required e.g. the Weekend Away
- To be happy to participate in weekly office prayer and occasionally lead it

Knowledge

- To have a basic understanding of accounting principles and financial awareness
- To have an awareness of legislative requirements relating to building management, HR, Safeguarding, Health and Safety etc

Experience

To have experience of:

- the management and oversight of budgets, and associated planning processes
- understanding of risk assessments and risk management

- developing and implementing organisational policies and processes
- developing and working with management information systems
- running conferences
- working with confidential/sensitive information
- line management

Skills/Abilities

- To demonstrate strong organisational and project management skills
- To be skilled in people management
- To be relationally skilled and able to work in close collaboration with team members and church members and handle conflict effectively
- To pay first-class attention to detail
- To be able to handle pressure and meet tight deadlines
- To be able to adapt to fluctuating workloads throughout the year
- To be a completer finisher
- To enjoy problem solving