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Dear friend

OPERATIONS MANAGER

Thank you for your interest in applying for the post of Operations Manager at Bridge Community Church. As you will have seen from the advert we are a long-established Church with a large campus and a congregation of over 1000 people including youth and children meeting on a Sunday normally over two services. The focus of the post is to manage the staff necessary to run all the practical issues involved in maintaining the campus and providing support to the staff and volunteers facilitating a wide range of ministries and community activities across the church and three associated companies/charities.

I have enclosed

- An application form
- A Job description and Person Specification.
- A Departmental structure sheet

In completing the form, the interviewing panel will be looking for evidence that you have experience in all the essential criteria, and details of how you would hope to address these areas should you be successful, specifically in those areas that are to be assessed by the application form as denoted by A in the person specification. It would be helpful therefore not just to say 'I have been involved in ...' but rather be specific about the situation and, where appropriate, what the outcome was.

The panel will also require evidence or an explanation detailing how you feel you have the essential skills for the post and how you meet the personal qualities we are seeking. Again, illustrations of how you have used those skills and any outcomes would be helpful.

These should be included in the 'Reasons for applying' section and further pages can be added as required. You may also include an up to date and relevant CV if you wish. It may help you to add the essential criteria to be assessed at application form stage as headings to enable you to evidence each one individually.

The Closing date is **Monday 26th September** and interviews will be planned for mid-October, which will include a presentation (details to be disseminated in advance of the interview) and a practical test on the interview day.

If you have any further questions, please do not hesitate to contact me.

Thank you once again for your interest.

Yours sincerely

Dave Kitchen

Dave Kitchen (HR Manager)

MINISTRY TEAM

Stephen Reilly – Andrew Lancaster – Bawa Leo



JOB DESCRIPTION

JOB TITLE:	Operations Manager
Period of Employment:	Full time. Permanent
BASED AT:	Bridge Community Church, Leeds
SALARY:	Up to £35-£40K pa dependant on qualifications and experience
REPORTING TO:	Senior Minister
MAIN PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To manage all areas of the church's support services ensuring they operate effectively and fully support all the ministries of the church. To ensure that the resources of the charity, its' staffing, finances, physical assets, data and information are maximised in delivering the objects of the charity and the vision of the church. To ensure that the charity is compliant with all legislation and reporting requirements to external regulatory bodies. (Charity Commission, HSE, HMRC, Companies House, etc.). 	
KEY RESPONSIBILITIES	
<p>1. Responsible for managing all the church's support services, the broad scope and key activities of which, are briefly listed below. These services are provided not only to the main charity, but also to its Trading Company subsidiaries.</p> <ul style="list-style-type: none"> <u>Finance:</u> Working with the Finance Manager in compilation of the annual budget, monitoring and control of expenditure and income, and assisting in the closure of year end accounts. Responsible for the procurement of goods and major service contracts. <u>Human Resources:</u> Liaising with the church's outsourced HR provider and payroll bureau in ensuring compliance with employment legislation etc. Provision and regular review of staffing policies and procedures. Ensuring there are robust and supportive procedures in place relating to the recruitment, induction, probation, appraisal, training and development of staff. <u>Facilities Management:</u> Working with the Facilities Manager ensuring the buildings, their contents and environs are in good condition, are compliant with Health and Safety and safe-guarding requirements, with an asset replacement plan. Managing the major service and maintenance contracts. Responsible for liaising with external parties relating to site development i.e. overseeing contract car parking, ensuring that the premises are protected by appropriate security arrangements 24/7. <u>Information Technology, PA and Audio-Visual:</u> Provision of appropriate hardware and software with a regularly updated replacement/development programme. Ensuring both church and conferencing events are supported by quality technical support. Supporting the provision of weekly livestream online services. 	

- **General Administration:** Working with the Administration Manager to provide Reception and front office services. Provision of appropriate systems and procedures (including ChurchSuite) to enable the church to communicate efficiently with its members and manage the logistics of church timetables and rotas. Providing general administrative support to enable ministry staff to work effectively.
- **Income Generation:** Developing and sustaining sources of income from external users of the church's facilities, such as conferencing, training and car parking, to financially support the charity's core activities/ministries. Managing the competing use of the premises between church, community use and income generation.

2. **Responsible for the line management and supervision of staff overseeing the areas mentioned above ensuring best practice, including probation, appraisals, training and development, deployment and pastoral support.**

3. **To be Company Secretary for the Charity, working with the Finance Manager to ensure compliance with all statutory, regulatory and reporting requirements, ensuring that deadlines are met and all returns are filed with Companies House and the Charity Commission.**

4. **To work collaboratively and strategically across all of the activities of the church/charity in helping to develop the vision and strategic direction of the organisation. This will include being a member of the senior leadership team, a key support to the Board of Trustees, and ensuring the support services effectively assist all ministry staff.**

5. **Responsible for liaising with all teams ensuring coordination of all activities and events in the church throughout the week. Working with the Facilities and Administration Managers to ensure that volunteers and rotas are in place in order to facilitate the smooth running of Sunday mornings and any other major events organised by the church**

PERSON SPECIFICATION			METHOD OF ASSESSMENT {KEY BELOW}
	ESSENTIAL	DESIRABLE	
• A comprehensive understanding and experience of Church life and how a large church operates	✓		A - I - P
• Pastoral or Ministerial experience		✓	A
• A good standard of education to degree level standard or equivalent experience.	✓		D
EXPERIENCE			
• Experience of premises management and understanding of Health and Safety legislation		✓	A - I - P
• Experience in managing the Human Resources function in an organisation		✓	A - I - P
• Experience in supervision and management of staff	✓		A - I - P
• Experience in successfully managing one – off schemes and projects	✓		A - I - P
• Experience in managing accounts and budgets etc.		✓	A - I - P
• Experience in procurement of goods and services	✓		A - I - P
SKILLS			
• Excellent written and verbal communication skills	✓		A - I - P
• Extensive interpersonal skills with the ability to influence and persuade others	✓		I
• Works proactively both independently and as part of a team	✓		I
• Able to manage a busy workload, determining priorities, managing conflicting demands and meeting deadlines	✓		A - I - T
• Skilled in desktop computer applications, including finance software packages, word processing, design layout programmes, database, email, and Internet browsing	✓		A - T
• Logical, systematic and organized in approach to work, but creative in ensuring that tasks, projects etc. are completed effectively and efficiently	✓		T
• Experience with using and setting up technical equipment for IT, PA and AV purposes	✓		A - T

Personal Qualities			
• Self-motivated and able to work on own initiative – a self- starter	✓		I
• An enthusiastic, energetic and positive approach	✓		I
• Leads by example	✓		I
• Maintains the highest levels of personal integrity	✓		I
• Maintains discretion and confidentiality	✓		I
• Committed to professional and personal development	✓		A - I
• Excellent ambassador and champion in representing the church	✓		I
• Committed to the mission, ethos and values of the church	✓		I
OTHER			
• Driving License/Access to a vehicle is required as the role will require some travel on occasions	✓		D
• Willing to become a member of Bridge Community Church and attend on Sundays, with the flexibility to work some Sundays each month.	✓		I

Key

A = Application Form

D = Documentation (qualification certificates, driving licence etc)

I = Interview questions

P = Pre-prepared presentation to the interview panel

T = Test/exercise, set and completed by the candidate on the interview day

Structure of Operations Department

