

## OPERATIONS MANAGER

<b>Employer:</b>	<b>Fountains Church Bradford</b>
<b>Line Manager:</b>	Linda Maslen – Church Leader
<b>Employment Type:</b>	Full-time - 37.5 hours per week
<b>Salary/Pay Rate:</b>	circa £35,000 depending on experience

### Background

Fountains' is a Church of England Church, newly planted in Bradford City Centre five years ago with a vision to be a Church in of and for Bradford. The main church site (a former night club) has a busy weekly schedule of activities and events that provide a safe space for conversation, discussion and exploration of the Christian faith and discipleship for people from a diversity of backgrounds. In addition to our main auditorium, other spaces in Fountain's include a lower auditorium, café, 2 commercial kitchens and bookable spaces providing services to the community and office space. The post holder is responsible for the day-to-day operational management of a busy and growing resource church including developing FCB as a well-used and well-regarded rental facility in the city centre, and for increasing rental income through that process. To this end, the Buildings, Events and Finance Managers are provided to take on responsibility for discrete functions in that process, under the overall management of the Operations Manager See more at:

<http://www.fountainsbradford.org/>

### Our Aims:

#### **Our charity objects for the benefit of the public are:**

- To advance the Christian faith within the city of Bradford metropolitan district in the diocese of Leeds and in accordance with the doctrines, policies, practices and patterns of worship of the church of England by furthering its pastoral, evangelistic, social and ecumenical activities; and
- The prevention or relief of poverty in the City of Bradford metropolitan district by providing items and services to individuals in need and/or charities, or other organisations working to prevent or relieve poverty.

### Purpose of Post

#### **Overview**

This post will be responsible for all the key operational elements of the church. You will have other members of the team supporting you with finance, events manager, buildings and facilities. Role descriptions for these roles are available upon request. You will be part of the Fountains Management Team. This role will encompass the following: -

**Spiritual leader:** Alongside the clergy and other members of the team you will be part of the Fountains Senior Management Team; so, will be expected to participate in and to lead team worship and prayer. As a key member of the team, you would also be expected to lead others in prayer when appropriate and to be encouraging your team and when you have touch points with the congregation in their discipleship journeys.

**Communication.** We believe improved communication is the key to releasing FCB as a functioning community where every member plays their part. As part of our Communications Group working with our Worship and Creative Director

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ensure regular and effective communication internally and externally promoting the church, our buildings and other activities.

Understand and be able to communicate well the vision of FCB to external partners and stakeholders to enable applications for grant funding to support church activities.

**HR:** Administration of various HR processes including employee contracts, ensuring holiday and sickness recording and assisting with HR documentation and readiness for new employees. Ensure regular performance management for the Fountains staff team and team of volunteers.

Maintaining key holder agreements, internal venue and facility bookings, utility meter reading and submissions, ordering of stock, the collation and preparation of KPI and the administration associated with bookings, events, and HR.

**Volunteer Management:** Working alongside the various team leaders in FCB to develop within the church congregation teams of people to run the church and its enterprises. Ensure safer recruitment policies are followed, and that proper induction and volunteer management is in place.

The Operations Manager is responsible in conjunction with the clergy for the mobilisation of FCB members into a functional community of every-member-ministry within the teams of welcome, hospitality, tech, worship, pastoral/prayer, and food.

**Management of Systems:** Own Fountains Sharepoint ensuring the proper storage of our data and enabling easy access. Own the Fountains Churchsuite database ensuring full use of the system for storage of personal data, church rotas, support of our children's activities and management of lettings. Own the use of Charlie HR our personnel system.

**Building Maintenance and Cleaning:** Working through others to ensure that the building is maintained and cleaned to a high standard highlighting any issues and ensuring that required servicing, maintenance of equipment is carried out.

**Stock Control:** Ensure stock management and control sourcing cost effective and environmentally friendly goods are purchased and that appropriate quantities are held. Maintain the church terrier.

**Room Rental and Event Management:** Oversee the development of our rental pipeline working with event organisers and team on promoting the rental of the space within the building. Ensure that appropriate event management is in place for room rentals, events, conferences, weddings etc. and that these operate within budgets agreed.

**Health and Safety, Safeguarding, Security:** Take the lead in ensuring that health and safety, safeguarding and data control procedures are embedded in the culture of the organisation and are monitored regularly with any issues reported to the appropriate authorities. Maintain the Parish Safeguarding Dashboard.

**Financial Management:** Working with those who have financial oversight for FCB, particularly the Trustees Finance Sub-Committee in developing operational budgets and ensuring adherence to them. Oversight of, and where necessary, undertaking the book-keeping, reconciliation, correct allocation of transaction fund and category. Ensuring that accurate digital records are maintained and that discrepancies between bank balances and book balances are dealt with. Ensuring the preparation of monthly financial reports and book categories enabling easy submission of requests to and from grant funders. Ensuring that giving records on Church Suite/Parish Giving are maintained and that Gift Aid claims are processed in a timely fashion.

**Data Collection/ Monitoring:** Ensuring the robust collection and monitoring of data across the operation including the production of reporting for trustee meetings, project board meeting and for reporting back on grant funding applications.

**Governance and Risk Management:** Working with the other managers and leaders to ensure that FCB's Senior Management Team and the Board of Trustees have all the information they need for their regular meetings and to enable them to govern the charity securely. The Operations Manager is responsible for the compliance of FCB with H&S, Safeguarding, and Governance legislation and guidance. Support from other members of the FCB Team is provided to assist in the completion of relevant tasks.

**Process Improvement:** Be an advocate for improvement of processes and procedures so that we are continually learning and developing our operational management.

## Role:

### Personal style

- Can do, flexible and positive attitude to work
  - Great people skills and confidence to communicate with a wide variety of people
  - Self-starter, ability to manage own time and prioritise tasks
  - Excellent digital skills and knowledge of Office 365
  - Ability to supervise other staff/volunteers
  - Task oriented with completer finisher skills
  - A proactive approach to tasks

### Measurable Outputs:

- Solid HR processes are in place and are followed.
- Solid Finance processes are in place and followed.
- Business planning is undertaken and managed against
- The building is well managed and utilised fully.
- Evidence of performance management where issues are highlighted on quality indicators on a regular basis.
- Increase in yearly workload for the teams managed (within agreed variance) handled through continual improvements gains/new strategies
- Create a culture where both team managers and team members are empowered to solve issues together
- Projects delivered within time, resource, and quality to achieve agreed deliverables/benefits
- Staff survey ranking at or above charity target
- Delivery of Objectives and Key Performance Indicators within the agreed timescales

### Culture:

- Clearly develop your own relationship with God and others
- Support your team and the congregation in their discipleship journeys
- Clearly live out and embrace the cultural values of FCB.
- Clearly show a heart and passion for the Church and our charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

### Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through our projects, services and fundraising initiatives.
- Attending FCB staff retreats and meetings
- Completing all compulsory FCB training within given timescales.

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- The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

### Important information

Closing Date: 11<sup>th</sup> October

Please send cv and covering letter to [linda@fcb.church](mailto:linda@fcb.church)

Interview date 22<sup>nd</sup> October

**Person Specification:**

	Essential	Desirable
<b>Education:</b>		
Degree level education or equivalent experience	✓	
<b>Work Experience</b>		
Preparing strategic plans for approval by trustees and senior colleagues	✓	
Prepare and operate within the annual budget and ensure management and policies are up to date	✓	
Build relationships with local politicians, the media and council officials in order to advance the organisation's aims and objectives		✓
Ensure Key Performance Data is collected, analysed, presented and acted upon	✓	
Represent the organisation at external events and publicity opportunities		✓
Supply regular reports to the trustee board and attend trustee and sub-committee meetings	✓	
Ensure FCB staff and volunteers are focused on achieving its mission and aims	✓	
<b>Key Skills Required:</b>		
<b>Leadership skills:</b> A prime role is to motivate staff and volunteers and a personal drive and energy to achieve this	✓	
<b>Advocacy skills:</b> You will often be the public and private face of FCB and need to be able to effectively promote its aims	✓	
<b>Excellent people skills:</b> You will need to build relationships with a variety of people, from beneficiaries and staff members to senior executives and opinion formers	✓	
<b>Financial support:</b> You will have to operate within a budget and help develop activities to raise funds.	✓	
<b>Skills &amp; Aptitudes</b>		
● Clear leadership ability.	✓	
● A highly capable leader with a desire for excellence.	✓	
● A confident communicator who always promotes FCB's culture and values.	✓	
● An analytical thinker.		✓
● Process orientated.	✓	
● Initiative-taking in ideas.	✓	
● Ability to build teams and create an environment of trust, loyalty, and fun.	✓	
● A proven leader who can inspire, influence, and deliver results.	✓	
● Ability to challenge poor performance.	✓	
● Able to hold a good balance between detail and the 'big picture'.	✓	
● Mature approach to senior level teamwork, with a positive attitude towards collaborative working. Resilient in the challenging environment of a City Centre Resource Church.	✓	
● Ability to develop strengths and skills in others.	✓	
● Good organisational and administration skills.	✓	
● Good people skills.	✓	
● Ability to resolve issues and handle pressure with a positive outlook.	✓	
● Motivated by compassion towards people in need.		✓

### Christian Commitment:

- The candidate must be able to verbally assent to and practically demonstrate Fountains Church Bradford's Statement of Faith and Core Values.
- The candidate must be able to actively take part in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with FCB's Statement of Faith.

There is a genuine occupational requirement for this post holder to be a Christian.

All adults working in or on behalf of FCB have a responsibility to safeguard and promote the welfare of children and adults

### This includes:

- A responsibility to ensure a safe environment in which FCBs services and projects can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the FCB Safeguarding policy in addressing any concerns appropriately.