



Job description:

UK Operations Manager

Background

Our vision in Commission is to see thousands of lives transformed through hundreds of churches in tens of nations. The Operations team serving the churches in Commission has recently gone through a period of re-structuring to ensure both organisational resilience and growth. Our current Transformation Programme, launched in 2016, continues to impact all we are doing as we implement our SURE strategy. This re-structuring has led to the development of this current new role.

Job purpose:

As the UK Operations manager you will work to the Director of Operations, alongside the Finance manager and Events manager, to ensure the efficient, effective deployment of operations while ensuring that Commission remains legal, compliant and fulfils all regulatory requirements.

This role will also involve leading a significant element of the Commission SURE transformation programme operationally enabling both Commission and local churches.

Roles and responsibilities

Area of responsibility	Detail
Office management	<ul style="list-style-type: none"> Responsibility for the Commission office, including efficiency, effectiveness, resilience, succession planning, security and maintenance. Development of efficient and organised systems within the team to enhance working practice. Ensuring databases are accurate and up to date, including measurement of vision metrics in conjunction with the Director of Operations and appropriate SURE package group.
Communications	<ul style="list-style-type: none"> Line management of the Communications Officer. Leadership of the Communications forum. Working with the Communications officer to see the implementation of the communications strategy and work plans.
HR	<ul style="list-style-type: none"> Oversight for implementing all HR policy and procedures. Provide monthly support, supervision and review of staff performance and development, and conduct relevant annual appraisals.

	<ul style="list-style-type: none"> • Line management of Communications officer. • Ensuring that Safeguarding procedures are implemented including the safe recruitment of volunteers. • Ensuring the provision and recording of appropriate training to staff and volunteers.
Risk management	<ul style="list-style-type: none"> • Risk steward for relevant and appropriate areas; review of risk register in conjunction with Director of Operations. • Working with the Director of Operations ensuring the suite of policies and procedures in place is compliant; reviewing and updating these policies as required. • Ensuring implementation of policies and procedures across the operational team.
Health and Safety	<ul style="list-style-type: none"> • Health and Safety delivery lead, working with the Board of Directors and operations team to ensure that effective procedures are in place, reviewed, incidents reported and lessons learned, and ensuring compliance with legislative and regulatory requirements.
Data protection	<ul style="list-style-type: none"> • Data Protection Compliance Manager, working with the operations team to ensure that the data protection policy and procedures are implemented, reviewed and audited to provide assurance to the Board that legal requirements are being met.
Programme and Events	<ul style="list-style-type: none"> • Working with the Director of Operations and Events manager, planning and implementation of the yearly calendar of events and Commission programme. • Attendance and contribution to delivery of events, in particular provision of support at Westpoint appropriate to position.
IT	<ul style="list-style-type: none"> • Management of office IT including hardware and software applications, using external resources where necessary.
SURE programme	<ul style="list-style-type: none"> • Package Group Lead for Operations, a key part of the SURE transformation programme, working with the SURE programme director to ensure the successful delivery of the Operations package work, integrating into business as usual.
Finance	<ul style="list-style-type: none"> • To support the Director of Operations and finance team in creating and implementing robust financial management procedures.
Other	<ul style="list-style-type: none"> • To fulfil any other duties as required, commensurate with the role, and work as directed by the Director of Operations. • Deputise for Director of Operations where necessary.



Personal specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent level of work based experience 	
Experience	<ul style="list-style-type: none"> Demonstrable experience of leading and delivering operational excellence. Experience of managing teams and working through delegation. Experience of risk management and policy/procedure implementation. Staff / People management skills and experience, including conflict resolution, development and performance management. Experience of working in an office environment in a leadership role. 	<ul style="list-style-type: none"> Communications/marketing experience
Skills / abilities	<ul style="list-style-type: none"> Excellent organisational skills, able to meet deadlines and work efficiently across different sectors. Excellent planning skills. Strong written and verbal communication skills and ability to communicate well with diverse audiences including Board and senior leadership level. Leadership skills Able to prioritise/ delegate to others Able to motivate others Flexible, keen and a can-do attitude Broad competencies in IT, including Microsoft and Google office suite 	<ul style="list-style-type: none"> IT system administration
Personal qualities	<ul style="list-style-type: none"> Mature Christian Committed to Commission's vision and values A strong commitment to organisational effectiveness 	<ul style="list-style-type: none"> Member of a Commission Church



Information for applicant

Job title	UK Operations Manager
Working hours	Monday to Friday 9.00am-5.00pm; 37.5 working week, with some weekend and evening working as required.
Annual leave	25 days + statutory bank holidays + time off in lieu as agreed
Sick leave	Depending on length of service
Location	Commission office, Bournemouth
Travel	Some national travel will be required, including attendance at some Commission events.
New staff service	6 months probationary period
Salary	£30,000