

Saint Paul's Hammersmith – Director of Operations Job Description

Job Title	Director of Operations
Responsible to	Senior Leaders of the Church (Pete & Sarah Wynter)

Saint Paul's is a dynamic church at the centre of our capital city, London. We have a vision to Encounter God and Awaken the City. Our desire is to become a white-hot centre of faith, where people can meet with God and learn what it means to be empowered by His Spirit in their everyday lives. We inspire our congregation to see God's Kingdom come here on earth as it is in heaven, wherever He has called them to live, work and play their part in awakening our city with the good news of Jesus. If we have any particular emphasis after being a community who honour and seek God's presence, it's to empower the emerging generation as we pass on the baton of faith and raise up disciples who will lead and influence in every sphere of society.

Overall Purpose of Role

This role will lead the operational team at Saint Paul's with inspiring and effective line management to release ministry in the wider team and congregation. This is a hands on leadership role, supporting and working closely with the Senior Leaders to ensure effective operations and business continuity. You will lead on all operations functions including Finance, HR, Facilities, Procurement and all other operations that help our team thrive and carry out the vision of Saint Paul's. Reporting in to boards and other management bodies, as well as experience running and leading teams, you will have an eye for detail with the ability and experience in carrying out change. You will carry the vision and mission of Saint Paul's and lead the team in a way that supports the vision, balancing both strategic and operational goals. Saint Paul's is a constantly changing environment and one where supporting and empowering team is at the forefront of this role.

Key Responsibilities

Finance

- Lead and manage Finance and Procurement, ensuring value for money, maximising financial efficiency through accurate and timely financial reporting and analysis to inform decision making and projections related to the operational and financial functioning of Saint Paul's.
- P&L reporting and responsibility.
- Managing and supporting the Finance Manager.
- Managing Payroll alongside Finance Manager.
- Overseeing gift days.
- Managing and monitoring team budgets ensuring compliance with financial protocols.
- Timely preparation, monitoring and communication of monthly accounts, budgets and forecasts for Finance Committee and PCC.
- Assisting in the preparation and reporting of financial accounts for HMRC, Auditors, Diocese and Charity Commission.
- Preparation of financial information for grant funding and financial reporting for successful bids.

HR & Team

- Line Managing the Operations team including the Finance Manager, Operations Manager, LCL Manager, Receptionist and Bookings Manager and Facilities Manager.
- Ensure the overall smooth running of HR, ensuring we are using best practice and are up to date with knowledge at all times.
- Monitoring of Citrus HR to ensure all team are using the programme to its full ability.
- Governance of payroll, overtime and leave.
- Running annual appraisal processes and updating where needed.
- Meeting with wider team members as and when needed to ensure health of team.
- Being a first point of call for any HR issues that arise and advising on these.
- Overseeing and leading of recruitment processes.

Facilities Management

- Ensure the historic fabric of the church and associated buildings is maintained and developed in line with prescribed regulations and standards and where appropriate that the historical and heritage aspects of the buildings are appropriately profiled and made available to the community and general public.
- Manage all operations budgets and external contract relationships in line with forecast ensuring value for money and delivery is in line with agreed project scope/specifications and high-quality service.
- Proactively agree (and monitor) standards for buildings maintenance and adherence.
- Leading on our Carbon Net Zero journey.
- Business Continuity and Disaster Management Plan reviewing to ensure risk management/mitigation.

Other

- Strategic management of the Saint Paul's Centre and all business related to it, ensuring we meet our targets and ensuring good working relationships with clients to help secure repeat business from large clients.
- Oversight of the café, helping to improve our offerings and ensure management of the team and operational effectiveness.

Essential Skills, Knowledge and Experience

You will be flexible and able to work dynamically to respond to needs as they arise, whilst keeping a strategic eye on upcoming opportunities and challenges. You will bring strength to the day-to-day running of St Paul's, as well as be planning for the short-term and long-term future health of the team and church.

- 5+ years experience in operations management, with a proven track record of line management.
- Strong finance capabilities and experience.
- Strong HR experience and understanding of the function.
- Excellent communication skills both verbal and written.
- Leadership and management experience in a diverse team.
- Personal maturity, wisdom, and discretion.
- Flexible, adaptable, 'can do' attitude, offers solutions to problems.
- Ability to seek clarification, adapt approach to resolve (or avoid) conflict and manage complaints.
- Strong attention to detail.
- Advanced skills in IT and MS Office.
- Active engagement in Saint Paul's Hammersmith church life/community.

Working Requirements

- Proof of right to work in the UK according to UK Legislation.
- Days of work: 40 hours per week, Monday – Friday with occasional evenings required
- Work hours: 9am – 6pm with a one-hour unpaid lunch break.

Key church services and events

- Annual Parochial Church Meeting, Church Weekend, and some evening events
- Easter and Christmas services
- Staff events: Staff retreat (typically 1 week in January)
- Attendance at Tuesday morning staff meeting
- Attendance at PCC, Finance Committee and Standing Committee

Package

- Annual salary of £45k – £50k depending on experience
- 25 days of annual leave plus bank holidays
- Pension
- Annual staff retreat at an offsite location