



Operations Manager - Job Description and Profile

Job Title: Operations Manager

Employment Type: Full-Time Permanent (37.5 hours per week)

Structure: Core Hours - Mon-Thur 9am-5pm, Remaining Hours: Flexible

Salary: £34,000 - £37,000 per annum (dependent on experience)

Reporting to: Associate Leader

Direct reports: Operations Assistant, Caretaker, Cleaner

Principal Location: Central Church, Bristol

Enhanced DBS Check Required: Yes

Special Conditions of Employment: There is a genuine occupational requirement that the post-holder is a committed Christian, as permitted under the Equality Act 2010.

Other expectations: The role holder will need to be available to work some other key dates outside the usual working pattern, such as prayer meetings, special events, PCC meetings, annual meetings, and New Wine/Focus (our annual one-week church holiday in the summer), with time off given in lieu. It is expected that staff members will be active members of Central Church.

Job Summary

Central Church is a growing, Jesus-centred, Bible-based, and Spirit-led church situated in the heart of Bristol. We are seeking to appoint an Operations Manager who will play a pivotal role in the life of the church by ensuring that our operational systems and structures are well-organised, efficient, and aligned with our vision. This role is essential to our church's mission of encountering Jesus, redeeming life, and loving Bristol. The Operations Manager will support the Vicar and Associate Leader to ensure that the church's resources—both human and physical—are effectively stewarded, enabling our ministry and mission to flourish.

Key Responsibilities

The Operations Manager will play a vital role in implementing and executing strategic goals and decisions made by the leadership team and PCC, ensuring that the practical aspects of these decisions are effectively carried out across all areas of church operations.

Taking responsibility for the following areas means having the vision and drive to see these areas grow and having the ability to facilitate and resource that growth. In some areas, this may mean being very hands-on, whereas in others it may involve delegating to someone else while retaining oversight. This role has a broad range of responsibilities, and training will be provided in areas where candidates may have less experience.

1. Site Management

- Oversee the management, maintenance, and security of the church building and grounds.
- Ensure that the site is always ready and fit for use, creating a welcoming environment for all activities and events.
- Manage and maintain the car park, including coordinating with third-party booking platforms to facilitate usage and ensure availability.
- Collaborate with the Associate Leader, contractors, and other external stakeholders on the medium to long-term development of the site.
- Ensure insurance coverage for site-related activities, including maintenance.

2. Finance and Resource Management

- Work closely with the PCC Treasurer to effectively manage budgets, track expenses, and ensure financial procedures are adhered to.
- Manage PAYE, pension, and other employee financial obligations, ensuring timely and accurate submission to HMRC.
- Oversee financial forecasting and budgeting processes to ensure the church operates within its financial means.
- Support pledge and gift campaigns, promoting financial stewardship and encouraging generosity within the church family.
- Identify and pursue fundraising opportunities through grant applications to support church initiatives and projects.

3. HR/People Management

- Oversee all aspects of employment, including contracts, HR policies, and recruitment/safeguarding compliance.
- Maintain accurate and up-to-date church databases ensuring compliance with data protection regulations.
- Ensure ongoing compliance with employment law and church policies.

4. Safeguarding

- Work closely with the Parish Safeguarding Officer (PSO) to uphold and implement safeguarding policies and best practices across all ministries and activities.
- Oversee safe recruitment, ensuring that all staff and volunteers are appropriately vetted and comply with safeguarding requirements.
- Co-ordinate and ensure appropriate safeguarding training for all relevant individuals.
- Support the Parish Safeguarding Officer in the reporting of safeguarding concerns, ensuring swift and appropriate action is taken.

5. Governance

- Ensure the smooth running of the organisation but ensuring it remains compliant with all relevant laws and regulations by overseeing the creation, regular review, and implementation of policies and procedures.

- Support and contribute to PCC meetings through report writing and attendance when requested.
- Oversee preparation for the APCM and ensure accurate diocesan and Charity Commission reporting.
- Handle all diocesan reporting, ensuring compliance with required documentation and deadlines.

6. Health & Safety

- Ensure compliance with health and safety, fire safety and food hygiene regulations, including maintaining records and certifications.
- Undertake risk assessments for events and activities and ensure the implementation of controls.
- Ensure all statutory training for staff and volunteers is completed and maintained.
- Manage the reporting and follow-up of any health and safety incidents, ensuring that appropriate measures are in place.

7. Office Management

- Oversee day-to-day office management, ensuring smooth operations and efficient workflows.
- Maintain and implement all IT systems, including G-Suite, ChurchSuite, Websites and other church management/communication software.
- Collaborate with Vicar, Comms Assistant and wider team to ensure effective communication.
- Manage operational staff (currently Ops Assistant) and site staff (currently casual caretaker and cleaner), ensuring effective coordination and support for their roles.

8. Team

- Recruit, lead, develop, and co-ordinate the volunteers and staff within the Operations Team.
- Line manage staff and volunteers as appropriate, enabling them to work independently and efficiently
- Attend and contribute to Staff Meetings, The prayer meeting, and when required also, Sunday Services and other Central Church events.
- Collaborate with the staff team in planning events.
- Support the senior staff team to organise and attend staff team conferences and training.
- Regularly pray for the financial and operational life of Central Church.
- Ad hoc tasks and other project work

Person Specification

Faith

- The successful candidate will be a committed follower of Jesus with a mature and personal faith, demonstrated through a lifestyle that aligns with biblical principles and values.
- They will have a passion for serving God's Kingdom through operational excellence and a deep commitment to supporting the vision and values of Central Church.
- The post-holder will actively participate in the worship, prayer life, and mission of Central Church, seeking to model Christlikeness in all areas of their work and ministry.

Skills and Competencies

- A high level of organisational capability, with the ability to manage time effectively and balance multiple responsibilities.
- Detail-oriented with a commitment to ensuring that systems, policies, and processes are robust, efficient, and compliant.
- Logical and process-driven, able to assess risks, identify gaps, and ensure that church operations are well-structured and sustainable.
- Strong sense of responsibility, ensuring that tasks are completed to a high standard and that commitments are honoured.
- Excellent relational and communication skills, with the ability to build positive working relationships within and beyond the church.
- A commitment to stewardship, ensuring that resources (financial, physical, and human) are used wisely and effectively to serve the church's mission.
- Comfortable challenging assumptions and asking thoughtful questions to ensure that operational decisions are well-considered and sustainable.
- Proficiency in IT systems, including G-Suite, ChurchSuite, Microsoft Office, and other relevant software tools.
- Strong written and verbal communication skills, with the capacity to clearly present ideas and information.

Experience

- Demonstrated experience in operational management, administration, or project management, ideally within a church or charitable organisation.
- Experience in managing budgets, financial procedures, and compliance requirements, ensuring financial sustainability.
- Familiarity with safeguarding policies and GDPR compliance, with the ability to ensure best practices are maintained.
- Proven ability to develop systems and processes that enhance efficiency and support growth.
- Experience working in an environment where structure, policy, and process are key to long-term success.
- Experience of working within a church or Christian organisation (desirable).

Qualifications

- A degree-level qualification or equivalent experience (desirable).

- Health and Safety Management (e.g. IOSH Managing Safely) (desirable).
- First Aid Training - (desirable).
- Food Hygiene Certification - (desirable).
- Project Management Certification (e.g., PRINCE2 Foundation or Agile)- (desirable).
- Bookkeeping or Finance Training - (desirable).

Terms of Employment

- **Holiday:** 25 days per annum plus bank holidays.
- **Pension:** Automatic enrolment into the NEST pension scheme with a 4% employer contribution.
- **Probation Period:** 6 months.
- **Notice Period:** 8 weeks post-probation.

Application Process

To apply, please send your CV and a covering letter outlining your experience, skills, and vision for the role to Tim Browne at **tim.browne@centralchurchbristol.org** by 5pm on **Friday 2nd May 2025** .

Candidates selected for interview will be required to visit the church and take part in a lunch on: **Sunday 11th May 10.30 - 14.30.**

Interviews will be held in person **W/C 12th May** and will include a presentation exercise related to operational planning and site management.

In addition, we may ask you to have some informal conversations and undertake a team dynamics assessment.

For further information about the role or application process, please contact Tim Browne at the email address above.