

**Job Title:** Director of Strategy & Operations

**Location:** Dundonald Church, Raynes Park

**Reports to:** Lead Pastor

## **Job Purpose**

The Director of Strategy & Operations role exists to:

- serve as a strategic partner to the Lead Pastor, building the strategies, structures, processes, systems and capabilities to deliver the church's vision, mission and growth plans.
- support the Lead Pastor in shaping the right missional culture for the staff team in all ministry areas, and to
- provide operational leadership, enabling the Lead Pastor to focus on ministry priorities by ensuring smooth execution of projects, oversight of key administrative functions, and fostering a culture of collaboration across ministry teams.

This role leads the Operations Team, which consists of three Operations Support staff, a Communications Lead, and a Building and Events Coordinator. Additionally, the Director of Strategy & Operations acts as the liaison between the church and Co-Mission Churches Trust (CMCT) in finance, HR, and compliance matters.

## **Context for the role**

Dundonald church is a growing evangelical church in South-West London. We currently minister to around 800 adults and 450 under 18's on Sundays and in midweek groups and activities.

We long to see lives changed by Jesus for eternity and are eager grow in number and maturity. For God's glory and by His grace, we have ambitious plans to see many more people come to faith in the coming years. These plans require prayerful strategic thinking to build the right capabilities for the future while our current size and growth requires high levels of operational discipline.

We are therefore seeking the right Director of Strategy & Operations for our church who will act as the 'builder of the trellis' in partnership with the Lead Pastor as the 'grower of the vine'.

## **Key Responsibilities**

### **1. Strategic Support and Vision Execution**

- Work with the Lead Pastor to translate the vision, mission and growth plans into a strategy and structured implementation plans. Support the development of Ministry Action Plans (MAPs), ensuring they align with the church's long-term goals.
- Assess current readiness of the church (in terms of structures, processes, systems, team) against future plans and establish priorities and a program of improvement to build future-ready capabilities.
- Help align ministries behind a missional focus – so that all ministries are mutually reinforcing / lead to positive synergies.
- Anticipate challenges and proactively remove obstacles that might hinder the effectiveness of the Lead Pastor and ministry teams.
- Provide operational insight and problem-solving to ensure the Lead Pastor's strategic priorities are executed effectively.
- Act as a point of accountability for ensuring operational and administrative follow-through on strategic initiatives.

## **2. Ministry Coordination and Cross-Team Collaboration**

- Ensure operational cohesion between ministry teams by facilitating communication and coordination.
- Support ministry leaders in developing and refining their MAPs, ensuring they are SMART and aligned with church both short and longer-term goals.
- Advise ministry leaders on the most relevant performance measures for their ministries which can serve to uncover bottlenecks and challenges to delivering on Ministry Action Plans, for both the short and long-term.
- Support ministry leads in improving and growing their ministries – being willing to listen, coach and advise.
- Oversee the effective distribution of resources and support across ministries, addressing gaps or overlaps.
- Ensure regular updates between ministry leaders and the Operations Team to maintain alignment on key initiatives.
- Act as a bridge to resolve logistical and operational challenges across teams.

We expect that items 1 and 2 would take up approximately 75% of the role.

## **3. Leadership of the Operations Team**

- Lead and develop the Operations Team, fostering a high-performance and collaborative culture.
- Equip the Operations Team to lead volunteer teams as well as oversee their specific areas of ministry support.
- Provide regular appraisals, training, and development opportunities for:
  - Three Operations Support staff (providing administrative and ministry support).
  - Communications Lead (overseeing media, design, and communication strategies).
  - Building and Events Coordinator (managing facilities, events, and logistics).
- Ensure all operational functions align with church-wide goals and mission effectiveness.

## **4. Communication Strategy and Execution**

- Develop and implement the church's communication strategy to ensure all messaging aligns with the church's vision, mission, and values.

## **5. Buildings and Event Management**

- Ensure current church facilities are working well for current and future church requirements.
- Assess infrastructure requirements of the church growth plans and develop suitable strategies to meet future needs.

## **6. IT Oversight**

- Ensure church IT infrastructure meets operational needs and is properly maintained.
- Manage the implementation of new technologies and digital tools to improve efficiency.

## **7. Financial Support**

- Review, discuss and agree with the Lead Pastor and the Elders how the church's budget should be spent considering both short term operational needs and longer-term priorities.
- Coordinate with CMCT's Finance Team to ensure financial operations, budgeting, and expense tracking align with church objectives.

## **8. HR and Compliance Support**

- Support the Lead Pastor to assess the future talent requirements for the church (with a focus on competencies and character).
- Liaise with CMCT's HR Team to support recruitment, onboarding, and staff compliance with employment policies.

## **Knowledge, Skills and Experience Required**

- Strategic thinking – the ability to connect a current reality to a desired future and discern what changes are required, what will make the biggest impact and what might be the roadmap to delivering these.
- Lateral thinking – the ability to understand how ministries align or not and how to connect them effectively.
- A good understanding of church ministry is an advantage – prior work experience in a church is not required but understanding how ministry works in a church context would be beneficial.
- Good people management skills – an ability to effectively combine a focus on performance with empathy for the individual; proven experience in leading a team.
- Strong project management ethos and a good foundation of skills – formal project management qualifications are not required but a deep understanding of good project management and project governance is essential.
- Strong attention to detail – an ability to discern what matters to successful delivery of events / activities and a mindset of 'details matter'.
- Proactiveness – a willingness and ability to address opportunities or issues; a willingness to give constructive feedback to peers and line manager.
- Coaching skills – no formal coaching qualification is required, but evidence of strong coaching skills is essential; this includes the willingness and ability to listen well.
- Resilience – high work capacity, good practices in rest and recovery; effective deployment of personal energy; a willingness to 'be the light that lights others up'.
- A servant hearted attitude to work and team – a willingness to go the extra mile for the sake of the church and the team, being Christ-like in attitude.
- Decent financial acumen – a good foundation of understanding financials; the ability to plan financial resource requirements for the church.

It is an occupational requirement for the job holder to be a committed Christian and sign up to our Statement of Faith.

## **Key Success Criteria**

The role will be assessed based on both short-term operational delivery (tangible targets around readiness of Operations for the weekly / termly / annual cycle) and how well the church and the staff team are prepared for the longer-term vision (qualitative assessment of contribution to shaping the future plans / support to ministry leads / proactiveness in building future-fit capabilities).

## **Key Stakeholders**

The Director of Strategy & Operations will have a wide range of stakeholders to consider in their work. These will include:

- The Lead Pastor and the Eldership of the church
- The CMCT Charity Services Team
- The Operations Team
- All Ministry Leads
- The whole church staff team