

Job Title: Head of Operations

Location: Hope Street, Wrexham, but some flexibility with part-remote working will be considered.

Reporting To: Hope Street Lead Pastors

Salary: £37,501 - £43,686

Hours: Full-time – 37.5 hours per week

Normal working days are Monday to Friday, however there is a requirement to be available for certain special events and services in the church calendar, including attendance at the annual Focus church weekend.

Applicants wishing to work the equivalent of four days (30 hours) will also be considered, with salary and holiday entitlement offered on a pro-rata basis.

Role Context:

Hope Street is a resource church within the Church in Wales, and part of the HTB Network of churches. We have a vision to be “a people of hope, following Jesus, giving ourselves away to see Wrexham renewed.” As a resource church we have been commissioned to reach young people, train leaders and plant churches in order to play our part in the evangelisation of the nation, the revitalisation of the church and the transformation of society.

Since launching in January 2021 the church has grown quickly, to over 350 adults and 80 children and youth at the beginning of 2026. Our building, a refurbished former Burton shop in the centre of Wrexham, hosts a variety of midweek activities and a coffee business, ‘Tabernacl’, staffed and run by the church. We are planning towards our first church plant in September 2026, which will be planted locally and remain under the Hope Street CIO. The church is led by Revs Andy and Rachel Kitchen, and currently has a total 13 part or full-time staff.

Each staff member plays a key role in contributing to the vision, with an emphasis on facilitating and equipping the congregation to live out the vision of the church. Our mission is bigger than any individual task but together our work contributes to the whole. As a Christian organisation, our faith is an integral part of our working culture.

Job Purpose:

The Head of Operations acts as a senior operational partner to the Lead Pastors, overseeing the operational side of the church, line managing key operational staff and ensuring the effective and efficient running of the church’s administrative, financial, business and operational functions. In the next 12 months this role will be key in leading and shaping key areas such as finance, HR and staff culture, compliance, safeguarding, facilities, and event coordination to support the mission and vision of the church. The ideal candidate will bring strong organisational and people skills, attention to detail, and a strategic focus.

Key Responsibilities:**1. Strategic Operations**

- Develop and drive the church’s annual operational calendar, helping assign resources to key events and activities.
- Collaborate with lead Pastors to align operational goals with the church’s vision.

- Oversee the Cafe Manager and Operational staff, ensuring their work aligns with organisational budgets & goals.
- Provide operational support for conferencing and event management, ensuring excellence in service delivery.
- Assist the Senior Leaders with Operational Aspects of Church planting including our planned plant to Coedpoeth in 2026. This will include contextualising the operational structures of Hope Street to each church plant.
- Lead the review and implementation of new systems, tools, and processes to enhance operational efficiency.

2. People, Human Resources and Staff Culture

- Lead and support staff training and well-being, team development.
- Develop and oversee office culture, working practices and people management
- Lead on staff recruitment, onboarding, and performance management, liaising with external providers where necessary.
- Ensure HR policies and procedures align with legal requirements and best practices.

3. Compliance, Safeguarding and Risk

- Act as the Head of Compliance, ensuring adherence to Health & Safety, Fire Safety, Safeguarding and Food Hygiene standards.
- Regularly review and update policies and procedures to meet current regulations.
- Statutory and legal compliance, risk management and incident response.

4. Office and Facilities Management

- Oversee the church office and manage its positive culture to ensure the smooth day-to-day operation of the church office and facilities.
- Manage the repairs, maintenance, cleanliness, and security of the church building and grounds leading a team of volunteers to do so where appropriate.
- Coordinate with suppliers, contractors, and service providers as needed.

5. Financial Stewardship and Reporting

- Oversee budgeting, financial planning, and year-end accounts processes.
- Manage payroll in collaboration with external providers.
- Monitor income and expenditure to ensure efficiency and adherence to financial budgets & policies.
- Oversight of Tabernacl café and conferencing functions, line managing café manager and the development of Tabernacl and conferencing as income streams.

6. Governance and Accountability

- Provide regular reports on operations, budgets, and compliance to the rest of the senior leadership, church trustees and wider structures/networks.
 - Act as Company Secretary for our charity trustee board, including preparation of reports, attendance at meetings and taking of minutes.
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Person Specification:

Essential Qualifications and Experience

- Commitment to the vision, mission and ethos of Hope Street Church.
- Proven experience in operations, administration, or facilities management, ideally in a medium to large church, nonprofit, or similar setting.
- Strong financial acumen, including budgeting and payroll experience.
- Understanding of compliance requirements (Health & Safety, Safeguarding, etc.).
- Experience in HR processes, including recruitment and performance management.
- A leader of self, experience in leading of other leaders and working in Senior Leadership Teams.

Skills and Attributes

- Excellent organisational and multitasking skills, with strong attention to detail.
- Strong leadership and team management abilities.
- Strong people skills
- Effective communicator, both written and verbal.
- Problem-solving mindset and ability to work under pressure.
- Proficiency in office and accounting software, including complementary AI (e.g. MS Teams, Google Workspace, Xero) and church management systems (desirable).

Personal Characteristics

- A committed Christian with a heart for the mission and values of the church.
- Discreet and able to handle confidential information with integrity.
- Flexible, approachable, and willing to go the extra mile to support the team.

How to Apply:

Please submit your CV and a cover letter explaining your suitability for this role to hello@hopestreet.church by Monday 16th March 2026.