



Job Description for Operations Manager of Bookham Baptist Church & Children's Centre

Introduction

The Context:

Bookham Baptist Church is a community of Christians from the local area of Bookham, Effingham, Fetcham, Leatherhead and beyond, living out our vision in a large village context in Surrey. We are part of 'Baptists Together' (The Baptist Union) and the South Eastern Baptist Association (SEBA).

Given the nature of this role, it is an occupational requirement for the person to be a committed Christian and take an active and prayerful role in the ministry of the Church.

What we are seeking:

Do you have excellent administration skills and enjoy motivating a team? Can you contribute to strategic thinking and translate ideas and aspirations into practical actions? Are you skilled at problem solving? Are you able to empower others to do their best work? Are you able to encourage people to get involved and use their gifts? If that sounds like you, you might be who we are looking for...

The Operations Manager will enable the outworking of a simple vision:

'Helping People Find Faith'

We try to work to four core values in our life together. They are:

Seeking God and working things out
Growing Christlike together
Collaborating in God's Mission
Enabling Service and Leadership

As our Operations Manager, you would be working with the ministers and leadership team, playing a vital role in moving strategy into action and centring our values across a range of disciple making activities – including small group life, local community engagement and gathered worship.

As Operations Manager you would have oversight of and leadership in the areas of administrative and legal compliance, policies and record keeping, resource management, HR, communications, and governance. However, you would not be carrying these alone, instead you'll be working with an able and committed team. To this end it is important that our Operations Manager ensures that the team are given all the care, support and training they need to play their part.

Ultimately, the Operations Manager is an enabling role, supporting and coordinating others to work out our vision and values in the church community, both gathered and scattered. If you are excited by what you have read and sense that God might be calling you to this role, please read on and consider if you might apply for the role.

Closing date 6th March 2026



Job Description

Job Title: Operations Manager

Salary: c£35k depending on experience

Responsible to: Leadership Team & Ministry Team.

Supported by: Ministry Team; Leadership Team, Operations Team, HR & IT external consultants

Main Responsibilities:

- Lead, train and motivate a team of staff, to ensure the effective and efficient delivery of the services needed for the church to realise its mission and strategic aims
- Ensure administrative and legal excellence (& compliance) in the areas of policy, health & safety, human resources, IT, finance and procurement
- Provide high quality and effective support to the Ministers and the Leadership Team
- Have oversight of the development and delivery of high quality internal & external communications and event management.

Responsible for:

- Communications & Operations Support Assistant, Welcome Administrators, Finance Manager, Cleaner & other operational staff as necessary

Working with:

- Ministers, Leadership Team / Trustees, Children's Centre Staff, Church Volunteers

Key Areas of Responsibility

Church Leadership Support

- Helping the Ministry Team and Leadership Team turn strategy into reality by driving actions and advising on operational implications, paying particular attention to the Leadership Team Handbook and planning processes and cycles.
- Encourage active involvement from members of the church in volunteering in church organisation and administration.

Team Leading

- Recruit, lead, train, develop and motivate staff and delegate appropriately.
- Ensure the Office and Reception are adequately supervised and staffed, plan staffing rotas and ensure appropriate levels of cover.

Administration, Policies, Health & Safety, Legal Compliance

- Regularly review and maintain all policies and procedures related to the administration of the church activities, seeking external input and trustee approval where required.
- Through working with the wider team ensure compliance with all health & safety, first aid and fire regulations.
- Manage the operations / resources budget and ensure all expenditure and purchases are kept within agreed budgetary limits.
- Ensure payroll, expenses and pensions are all handled within the correct procedures. Support the Treasurer to produce the annual budget.

Building premises: (In partnership with the Premises Team)

- Lead the volunteer Premises Team, holding regular meetings to plan and review a programme of works. Assist with practical tasks as needed
- Have oversight of maintenance and cleaning of church premises
- Ensure regular risk assessments are up to date and compliant.
- Ensure manse properties are maintained appropriately.

Additional Areas of Responsibility:

Safeguarding:

- Ensure that DBS checks (staff & volunteer) are undertaken and maintained, and that line managers and the Designated Safeguarding Leads are supported appropriately.

Record keeping:

- Through working with the wider team ensure that appropriate administrative records (Church Members, Children's Centre, rotas, keys) are maintained which comply with data protection requirements and disclosure of information.
- Ensure GDPR compliance, act as the Data Controller

Human Resources:

- Through working with the wider team and HR consultant ensure that the process for new staff recruitment (lay & ministerial) is actioned, job descriptions in place, induction training carried out, employment contracts are issued, changes to terms of employment administered, HR queries answered, performance reviews conducted, employment policies are adhered to (and reviewed), employment law observed and employment records maintained and kept up to date.

IT:

- Through working with the wider team ensure that equipment, software and services are fit for purpose and maintained.

Insurance:

- Through working with the wider team and IT consultant, ensure that employer, public liability, building and contents insurance are renewed annually.

Procurement:

- Through working with the wider team ensure that contracts with external suppliers are in place and reviewed for purpose and effectiveness.

Welcome, Communication and Events:

- Oversight and support of the Welcome Team
- Oversee all internal and external communications content and assess the timeliness, effectiveness and suitability of communications delivery via print, web and social media.
- Ensure the planning, organising and implementation of key church activities (funerals, dedications; weddings, children's events, Church Meetings etc)
- Support the Church Secretary in the organisation and administration of Church meetings and other governance meetings.

Way of Working (our culture):

- Live the values of the Church in everyday working life:
 - Seeking God and working things out
 - Growing Christlike together
 - Collaborating in God's mission
 - Enabling service and leadership
- Pray for the work of the Church and the Operations Team.

PERSON SPECIFICATION

Area	Criteria	Essential / Desirable
Education	Educated to A level standard or equivalent experience / qualification Relevant degree	Essential Desirable
Experience	Middle management level in business, public sector or charity sector for minimum of 2 years. Experience of co-producing strategic plans and ensuring their timely delivery	Essential Essential
	Track record of delivery of multiple projects to time and budget	Desirable
Personal	It is an occupational requirement for the person to be a committed Christian (Equality Act 2010). and take an active and prayerful role in the ministry of the Church	Essential
	Member of Bookham Baptist Church	Desirable
	A commitment to serving others	Essential
	Strategic thinker, able to see the big picture	Essential
	Effective communicator and influencer	Essential
	Enthusiastic and confident in interacting with others	Essential
	Self-motivated	Essential
	Collaborative and able to work with others	Essential
	Pro-active	Essential
	Discrete and able to maintain confidentiality	Essential
	Skilled in understanding and responding to the needs of others	Essential
	The right to work in the UK.	Essential
Skills, knowledge and abilities	Strategy development and business planning processes	Essential
	Time management & prioritisation	Essential
	People-centric and service-oriented	Essential
	Able to maintain procedural discipline and work to deadlines	Essential