

Operations Manager with special responsibility for delivering Building Projects

(Full time for 18 months, dropping to part time, with possibility to maintain full time depending on building project funding)

Holy Trinity Old Hill & Forge Group

The Diocese of Worcester 2030 Vision is to create Healthy and Sustainable churches which grow Kingdom People within our local communities. This will be realised across the Diocese by: doubling the number of children and young people worshipping in our churches; creating 100 new worshipping communities; investing in renewal of around a dozen churches.

Overview of the role:

As part of the churches who are receiving national investment, this new role is tasked with driving forwards the SMMIB bid work at Holy Trinity and the Forge Group churches to develop the operations and buildings for generations to come, seeking opportunities for all four buildings and providing the financial and administrative resources to deliver them.

Who are we?

In 2020, Holy Trinity's assistant curate (Rich Hackett) was licensed to and moved to the churches in the Forge Group as Priest in Charge. Since then he and the Vicar of Holy Trinity (Nick Gowers) have met regularly and been exploring how the churches can work in partnership whilst respecting their individual theological traditions. The Strategic Ministry and Mission Investment Board has provided £850k to see significant growth in discipleship across all the churches, with a particular focus on Holy Trinity providing resourcing for engagement and discipleship in the Forge Group.

The five-year initiative will see us develop new worshipping communities and grow the number of people on a healthy discipleship pathway across all ages. The Operations Manager will have a specific responsibility to ensure the churches have efficient, effective and caring operational systems, policies and media that release church members and staff for mission and ministry and that are sustainable beyond the lifetime of this project. The role will also manage the finances for the £850k project.

Our churches are situated to the south of Dudley, and are all in the 7-13% most multiply deprived neighbourhoods in the country. There are lots of needs and lots of opportunities.

Rev Nick Gowers is Vicar of Holy Trinity Church which is evangelical, conservative and charismatic with strengths in Bible teaching, community engagement, children and youth work and world mission. It is situated on the main street of Old Hill, and has an average weekly attendance of 120 adults and 20 children and youth. Holy Trinity's mission is "finding hope and love together in Jesus." Our values are captured in five mottos: "Less of me, more of Him", "Bible fed, Spirit led", "We share, we bear, we care," "I grow, you grow, all grow," "Looking out, reaching out, going out." Our 5 year vision is to be a church of 200 intercultural intergenerational disciples on a typical Sunday by the end of 2028. The church is open most week-days, providing services such as Food Bank, Debt Advice, Food for the Soul lunchtime worship, Youth Group and Youth activities, facilitated through our two Community Workers, Youth Worker, and Church Administrator. Holy Trinity PCC, with its track record of employment will be legally employing this post. The last two years have seen significant work and development with our mission Accompanier Chris Bright (from thinking.church) and we are now in the implementation stage of the structural and cultural changes we have worked through with his leading. Operationally, we use MyFundAccounting.Online for our finance, Sage for our payroll and are trialling ChurchSuite for our people and rota management. <https://holytrinity.org.uk/>

Rev Rich Hackett is Priest in Charge of The Forge Group which is 3 churches, of middling to high Anglican Tradition. St Andrew's has an average weekly attendance of 30, with around 25 Baptisms a year, and a Church of England school next to it, St Peters, currently has 14 average weekly attendance, but has a very busy church hall hosting baby/toddler groups and a theatre company, and there's a new housing estate just down the road. The church backs onto the local canal, and the local nature reserve is accessible from the

towpath. St John's is currently 14 average weekly attendance with another 20 in our Junior Church which comprises of children and young adults. "We have a lot of opportunities but need people with the wisdom and expertise, to realise the right ones, generate energy to get things started, and grow a team to enable them to succeed in helping people make the step onto their discipleship journey"

<https://www.denchurches.com>

How can you help?

This role is the engine of the SMMIB bid work at Holy Trinity and the Forge Group churches, enabling us to realise the objectives of the SMMIB funding. This will include reviewing and improving our systems and procedures to ensure they are transferable across the churches, holding us accountable against the identified targets, seeking and realising opportunities to improve the buildings and working with the ministry area leads to ensure the efficient practical outworking of our vision, mission and values.

The successful applicant needs to be comfortable working sensitively and appropriately across the diversity of churches and people within this project whilst recognising they are employed by the PCC of Holy Trinity with its particular tradition. The role functions at level 4: "Leads other leaders" level in the Holy Trinity leadership structure and will be leading the Operations Ministry Area of Holy Trinity Church.

There are four key building projects:

- **Holy Trinity re-ordering.** Holy Trinity is receiving £400k within the SMMIB bid for significant work inside the main worship space to make it accessible, flexible and sustainable in the long-term. This will be augmented by £100k from the sale of a property owned by the PCC. The total of £500k forms the first phase of a ~£1.2M project that will see the main worship space reordered, the interior redecorated, and heating updated towards a net-zero solution. The role will be responsible for bringing the first phase to successful completion, and driving forwards and securing the funding and project plan for successful completion of the second phase, and identifying and securing future work that needs to be done.
- **St Andrew's toilets and worship space.** As part of the SMMIB project, St Andrew's Netherton is looking to further adapt the rear of their building by installing glass doors to the internal entryway, making the existing toilet accessible and extending then opening the kitchen area into the main church body. The role will drive this forward, obtaining external and internal funding by tying this work into the overall SMMIB project
- **Holy Trinity toilets.** Holy Trinity PCC, with the church architect, have also completed plans for reworking our toilets to make them accessible and flexible. The role will be responsible for driving this project forwards, securing the funding, and bringing it to successful completion.
- **Maintenance.** Working with the PCCs to secure funding and faculty permission for building maintenance across all four church buildings that will secure the long-term financial sustainability and maintainability of the respective buildings.

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Job description

Post: Operations Manager with special responsibility for delivering building projects

Area of work: Holy Trinity Old Hill with the Forge Group Cradley Heath, Netherton and Darby End.

Joint reporting into: Revs Gowers and Hackett

Normal place of work: Holy Trinity Old Hill, but hybrid working a possibility

Works with: Holy Trinity Ministry Area leads and staff

Direct Reports: Church Administrators (at Holy Trinity and in the Forge Team)

Hours: 37.5 hours per week for the first 18 months. Funding secured for half time for a further 3.5 years, with the possibility to extend hours based on identifying suitable grant funding for subsequent building phases.

Core hours: 930am – 3pm, with some evening and weekend meetings (e.g. PCC meetings and days away).

Salary: £32,268 (Full time for first 18 months) plus 5% pension

Overall objectives:

There are two parts to the role, with the expectation that the first 18 months sees time split equally between the following objectives:

- To maximise the time and energy for mission and ministry among clergy, staff and volunteers by implementing efficient, effective and sustainable operational process, policies and systems and management of building resources and assets, that can work across the churches of the project well beyond the lifetime of the project.
- To see the buildings of Holy Trinity and the Forge Group adapted and updated to best serve the respective church's mission and values, with minimum disruption to their ongoing use.

Key tasks (Operations)

- Review current policies, procedures and systems (including but not limited to employment, administration, communications, buildings, publicity and social media) at the churches and assess what is needed going forwards, producing a strategic prioritised plan.
- Assess, evaluate and recommend appropriate IT systems to deliver long-term goals throughout all operational areas within the churches.
- Implement and train others in simple, effective and transferable policies, procedures, and systems so that ministry areas of the Forge team and Holy Trinity thrive in accordance with their respective missions, visions and values.
- Oversee the effective running and development of the church offices on a day-to-day and/or week-by-week basis so that the above goals are achieved.
- Have prime responsibility for the processes, policies and practices needed for the efficient recruitment and on-boarding of any staff vacancies or recruitment that occur in the duration of the post.
- Take the lead on grant and funding applications for further building or ministry initiatives, working with and developing volunteers to successfully obtain funding in a timely manner.
- Seeking funding to extend the role and realise future building project aspirations and possibly resource other churches beyond the four churches of this bid.
- Review current use of the church buildings and assets, develop and implement a plan to leverage the resources of the buildings both to serve the mission and ministry of the respective churches and to make them economically self-sustaining and self-promoting.
- Responsible for the data acquisition and monitoring for the SMMIB project.
- Carefully manage the finances for the SMMIB project, ensuring due diligence, using the Holy Trinity financial software and working in collaboration with the church Treasurer(s).

- Be a member of the Ministry Area Leaders team at Holy Trinity (as the Operations Ministry Lead), providing wisdom and input on the strategic and week-by-week ministries of Holy Trinity and the Forge team through the fortnightly meetings.
- As Operations Ministry lead oversee the teams within the Operational Ministry Area and provide equipping and development for Operational team leaders across Holy Trinity and the Forge Group, giving them genuine responsibility and space to run their teams/ministries.

Key tasks (Buildings Projects)

- Take the lead role in driving forwards the four key building projects.
- Quickly get up to speed on the projects already in process and take the lead on reviewing or obtaining Quinquennial reports to develop strategic maintenance plans for each of the four buildings.
- Ensure the buildings are suitable to both serve the mission and ministry of the respective churches and make them economically self-sustaining.
- Research and develop a strategic and coordinated funding plan for the four projects that leverages the SMMIB funding and that provides funding for the respective PCCs without competing.
- Develop a team to ensure the buildings and facilities are ready for church activities and external hirers.
- Work with, and act as point of contact where needed with the respective church architects to develop and implement suitable plans.
- Lead on obtaining faculty approval, working with Architects, Diocesan staff, DAC and any statutory and heritage bodies, consultees and stakeholders.
- Manage the finances for the three one-off building projects and provide for efficient and effective financial management of building maintenance.
- Chair meetings of the Building Development Team and lead on Building items at respective PCC meetings

Who we're looking for:

A self-motivated experienced operations/project manager who can hit the ground running, immerse themselves in the day-to-day running of the churches and building projects, and having gained key understanding of the operational strengths and challenges, develop transferable processes, policies and systems, including leveraging appropriate IT to simplify day to day operations. The individual should have a heart for mission, an eye for details, ability to manage change and understand the challenges of working in low-income areas.

Essential:

- An energetic, can-do attitude which will sustain you, and enable the project team to navigate the complexities of re-ordering church buildings, with proven operational, strategic planning, financial and administrative experience.
- A demonstrable experience of managing, delivering and obtaining funding for long term projects, understanding grant parameters, and creating, developing and refining compelling stories, to enable successful applications, using traditional and digital media.
- Comfortable breaking down large goals into specific tasks to suit the needs of your stakeholders, to ensure successful delivery of projects
- Excellent time and resource management across multiple operational areas
- Able to use initiative and work with a minimum of supervision as well as part of a wider team, able to prioritise workload effectively and efficiently.

- Strong leadership and management skills with the ability to build collaborative relationships, motivate and inspire a team, and successfully lead through change.
- Collaborative team player with the ability to work effectively with a variety of people including a significant number of volunteers.
- Highly motivated, adaptable and able to thrive in both a fast-paced and a slow-paced environment.
- An understanding of working with listed buildings
- Knowledge of statutory planning processes and experience in working with statutory consultees or similar stakeholders.
- Excellent verbal and written, communication and interpersonal skills.
- Proficiency in problem-solving and decision-making.
- Proven ability to use financial systems for effectively maintaining and managing budgets, keeping accurate financial records, and managing restricted funds.
- Attention to detail and strong organisational skills.
- Excellent and adaptable IT skills.
- In sympathy with, and with an understanding of, the Vision, Mission, Values and Objectives of the respective churches.
- Willingness and availability to work some evenings and weekends – flexibility to work outside normal office hours is essential.

Desirable:

- Experience of, or a good understanding of, working within a church setting.
- Experience of using DataDevelopments MyFundAccounting.Online.
- Ability to negotiate with suppliers and stakeholders on behalf of the churches to get the best long-term deals.
- Qualification or significant experience in working in heritage-related roles and an empathy for the care and conservation of church buildings. Knowledge of construction processes such as planning through RIBA stages and CDM regulation
- Knowledge and experience of the working structures of the Church of England and Faculty Jurisdiction Rules (ecclesiastical planning legislation)
- Experience of working with volunteers and appreciating the context and role of people working in a voluntary capacity.
- Experience in working alongside specialist professionals such as architects and archaeologists
- Familiarity with net zero strategies and solutions

This role will operate at the “Leads other Leaders” responsibility level in the Holy Trinity leadership grid. In this grid, each increase in responsibility level presupposes the characteristics of the previous responsibility levels.

	DISCIPLESHIP	CHARACTER	ROLE SKILLS	PEOPLE SKILLS	HT DNA
LEADS SELF	<ul style="list-style-type: none"> • Following Jesus • Commitment to own growth (course group) • Personal pattern of devotional life (Bible & prayer) 	<ul style="list-style-type: none"> • Reliable and committed • Teachable and wanting to learn • Self-controlled 	<ul style="list-style-type: none"> • Basic organisation • Learn the role • See what needs doing without being asked 	<ul style="list-style-type: none"> • Treats others how they would want to be treated • Listen to others at every level • Able to work with others (team player) 	<ul style="list-style-type: none"> • Know the church mission & mottos • Completed the welcome course • Aware of who the go-to people are (safeguarding, maintenance)
LEADS BY EXAMPLE (e.g. Children's/Youth team members)	<ul style="list-style-type: none"> • Living out faith through service • Able to articulate their own testimony and explain the Gospel • Actively seeking to grow in the understanding of the Bible 	<ul style="list-style-type: none"> • Loving other team members • Increasing self-awareness • Servant-hearted 	<ul style="list-style-type: none"> • Active listener (consults) • Able to unite • Able to focus (and stay focused) 	<ul style="list-style-type: none"> • Calm, trustworthy and approachable • Ability to step in and support the leader • Can take and give instructions 	<ul style="list-style-type: none"> • Lives out "Gather, Grow, Give, Go" in 3 sessions per week • Puts mottos into practice in group context • Knows the relevant policies and procedures
LEADS OTHERS (e.g. Team leaders)	<ul style="list-style-type: none"> • Intentionally seeking and developing growth which is valuable to others • Commitment to growth of others • Recognising your gifts and applying them for growth 	<ul style="list-style-type: none"> • Clear awareness of areas for personal character growth (Where does God need to work in me?) • Empathetic and approachable • Flexible 	<ul style="list-style-type: none"> • Communicate clearly • Plan, organise and delegate clearly • Motivate and trust others 	<ul style="list-style-type: none"> • Wisdom as when to make decisions boldly and in line with church mottos, not needing to escalate constantly • Constant, clear, concise instructions • Nurtures unity with care and respect 	<ul style="list-style-type: none"> • Knows the organisational chart • Know how we develop leaders through the leadership pathway • Articulates the vision, mottos, mission and how it informs how a group runs
LEADS OTHER LEADERS (Ministry area leads)	<ul style="list-style-type: none"> • Able to teach others, keeping hold of the deep truths of faith • Growth of other leaders to those Biblical standards • Recognising, encouraging and developing the gifts of others 	<ul style="list-style-type: none"> • Patient and calm • Honest and truthful with love • Secure in own identity and gifting in Christ 	<ul style="list-style-type: none"> • Working with other ministry leaders with a whole church view. • Helping others to make good decisions (not make them for them) • Mentoring & Coaching others 	<ul style="list-style-type: none"> • To Communicate the vision with conviction (empower leaders) • Advise, guide and step back. Let leaders lead (no micro-managing) • Resolving conflict with courage and determination 	<ul style="list-style-type: none"> • Owns the DNA of Holy Trinity and CofE context • Contextualises vision, mission, mottos and leadership pathway • Oversight of policies and procedures
LEADS BY VISION	<ul style="list-style-type: none"> • Inspires others through their Biblical teaching and faithfulness leading to Kingdom growth • Commitment to own growth in order to inspire others • Clear and confirmed call to ministry 	<ul style="list-style-type: none"> • Highest level of personal integrity - with patience and love • Perseverance and courage • Foresightful with wisdom 	<ul style="list-style-type: none"> • Holding corporate vision • Strategic Communication • Being held and holding to account 	<ul style="list-style-type: none"> • Being able to lead leaders with conviction and strength (not a people pleaser) • Create and communicate a vision that grows the church • Personal integrity and authority that is respected 	<ul style="list-style-type: none"> • Championing the mission, mottos and vision • Overseeing implementation • Works with the PCC in reflecting on and developing the vision