



Director of Operations

Thank you for expressing interest in the role of Director of Operations at Hull Minster. We hope that the enclosed information is helpful in telling you something about the church, and our role in the life of Kingston upon Hull.

We are in an exciting phase of growth at Hull Minster, in terms of numbers of worshippers, visitors, events and in our availability to the community and our capacity to serve our city and region.

Our vision statement at Hull Minster:

“Your place: to worship, enjoy, explore and belong”

Our Mission Action Plan 2018-2022 seeks to follow through on what that vision looks like on the ground, and what we must do to realise it. The appointment of a Director of Operations is key to that process.



Because the role includes leading staff prayers in the office and church each week, and an occasional requirement to assist with discipleship courses, there is a genuine occupational requirement that the post-holder is a practising Christian, who is either a member of Hull Minster, or is in good-standing with another Christian church.

Accountable to:	Vicar, with an annual appraisal
Accountable for:	Site Manager Café Manager Shop Manager Administrative staff
Key relationships:	Team Leaders (of which he or she will be a part), namely Vicar, Associate Vicar, Curate, Community Minister and Under-18s Team Leader and Development Project staff (the Project Officer and Fund-raising Manager).
Employer	Parochial Church Council (PCC) of Hull Minster (the trustees under charity law)
Hours of work	37 hours a week, mainly Monday to Friday, but with some flexibility to allow evening and weekend working, where necessary.
Salary	£28000-32000, depending on experience.
Holidays	25 days per year

Key Objectives

- To play a key role in serving God's transformation of Hull Minster as it seeks to grow numerically, in spiritual depth and in our capacity to serve our community
- To lead the operational and administrative ministry of Hull Minster
- To implement and manage the church management and financial management requirements of Hull Minster

Key Areas of Responsibility

- To manage all the operational aspects of the day-to-day running of Hull Minster and have a particular responsibility for the finances and office-related functions, including being a Director of HT Trading.
- To be an active and full member of the Team Leaders
- To act as the line-manager for the Site Manager, Café Manager, Shop Manager, and two part-time Administration staff.
- To prepare regular reports (usually monthly) to the PCC on operational matters, including finance and HT Trading.
- To lead weekly prayers for the operations staff and to help and enable them to see themselves as part of the overall life, ministry and vision of Hull Minster.



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Specific responsibilities

1. Strategy and Leadership:

- a. Support the other Team Leaders to ensure the delivery of strategic and operational plans. This will include attendance at weekly meetings of the Team Leaders and holding weekly meetings with operations staff and volunteer leaders.
- b. Work to ensure that Hull Minster's day-to-day operations are in step with the future direction and growth ambitions of the church.
- c. Manage and support staff to meet objectives.
- d. Drive delivery by developing plans, providing programme and project management discipline effectively to implement new initiatives.
- e. Lead weekly prayers for staff and volunteers in the office.

2. Governance and Risk Management:

- a. Support the governance structures of the organisation and aid staff and volunteers as required.
- b. Ensure appropriate risk management arrangements are in place and that regular reviews of the risk register are undertaken by staff and volunteer team leaders.
- c. Support the Site Manager to ensure that health and safety regulations are adhered to and appropriate insurance is in place, and regular reviews are carried out.

3. Financial Management:

- a. Oversee the finance function, including supervision of the Finance Administrator (FA)
- b. Support the FA to deliver accurate and timely accounting information, including the preparation and monitoring of budgets, monthly management accounts, payroll and tax-recovery on gift-aided donations.
- c. Work with the Honorary Treasurer on year-end accounts, budgets, management accounts, cash forecasting, external auditing, relationships with bankers and the Charity Commission and reports to the PCC.
- d. Design, implement and maintain the church's internal control procedures, review and monitor balance sheet account reconciliations regularly, and provide oversight of the church's financial commitments, evaluating all leases, licences and contracts.
- e. Oversee the installation and operation of the Finance Coordinator software.
- f. Serve as a Director of HT Trading.

4. **Staffing Management:**

- a. Work closely with the Team Leaders to keep staffing policies and procedures up to date, undertake recruitment and promote staff development.
- b. Support line managers in managing staff, identifying training opportunities and implementing an annual performance appraisal programme.
- c. Act as the line manager for the Site Manager, Café Manager, Shop Manager, and administration staff.
- d. Oversee the Human Resources requirements and payroll, the latter administered by a local accountancy firm.

5. **Volunteer Management:**

- a. Work with the administrative staff to oversee the volunteer support programme and ensure good coordination among staff and team leaders.
- b. Oversee the development of good practice in volunteer management.
- c. Manage and support all volunteers working in the Parish Centre.
- d. Occasionally, and by prior mutual agreement, to assist with some of our discipleship courses, for example Alpha.

6. **Communications:**

- a. Work with Team Leaders and other colleagues to oversee communication in the church and leadership, members of our congregations, visitors and the public.
- b. Coordinate the church's channels of communication and plan our marketing, including our website and other on-line tools.
- c. Manage the branding and design of church communications.
- d. Lead weekly prayers for the operations staff and to help and enable them to see themselves as part of the overall life, ministry and vision of Hull Minster.

7. **Office and Administration Management:**

- a. Regularly review office processes, including IT provision, and systems to ensure improving operational efficiency.
- b. Oversee administrative staff in the Parish Centre.
- c. Undertake administrative tasks as necessary to ensure the smooth running of the church.
- d. Oversee the commissioning and operation of the Church Suite software and act as the Data Protection Officer, on behalf of the PCC (the Data Controller).





8. Facilities and Events Management:

- a. Oversee the facilities and events function, including the supervision of the Site Manager.
 - b. Ensure that events and the use of the church are in step with church objectives.
 - c. With the appointed PCC member, to be the main point of contact for Larards (our agents) in overseeing the domestic property portfolio.
 - d. Supervise the Café Manager and Shop Manager and have oversight of the exhibitions programme.
 - e. Liaise with the Project Board and staff over the implementation of Phase 3 of the Development Project, including working with the Project Officer and Fund-raising Manager.
9. Other reasonable duties, commensurate with the above, that are requested by the Line Manager.



Person Specification

We are looking for an energetic, committed and innovative self-starter, with a living Christian faith, to join our diverse and talented team. You will quickly and imaginatively be able to contribute to the planning and execution of activities and projects at Hull Minster, to deliver our strategy to realise our vision here.

You will:

- Be a practising Christian, in good standing with Hull Minster or another Christian church.
- be sympathetic to and understand the aims and objectives of Hull Minster and its Christian ethos and show a willingness to develop your knowledge of our work on Sundays and during the week.
- able to demonstrate a proven track-record of managing personnel, financial and contractual matters.
- be skilled at managing staff and volunteers, and able to deal effectively and courteously with the public.
- have experience of IT, including server-based systems.
- Be conversant and competent with financial systems. Knowledge of the charity sector would be an advantage, but not essential.
- be willing to work in a busy and active office and church where some deftness of touch is sometimes needed to respond to issues as they arise.
- able to provide two satisfactory references from people who know you in a professional context. One should be from a Christian minister or senior church leader.

Ideally you will be able to start in June 2018. The role is permanent but has a mutually-reviewable probationary period of six months.

The notice period is 12 weeks.

The appointment will be subject to a satisfactory enhanced DBS check.

Interviews will take place in early June 2018. The closing date for applications is Friday 25th May 2018.

To apply:

Please write with a CV and covering letter to:

The Revd Canon Dr. Neal Barnes,
Holy Trinity Vicarage,
66, Pearson Park,
Hull, HU5 2TQ

or email: neal@hullminster.org

