

**APPLICATION PACK
for
OPERATIONS MANAGER**

**This pack contains:
Job Description, Person Specification and Application Form**

Closing date: Friday 30th May 2025



Welcome and thank you for considering the role of Operations Manager at Greyfriars and New Hope in Reading. We are praying that God will guide you, by His Spirit, as you consider this exciting opportunity.

Greyfriars and New Hope is a vibrant, gathered church in the centre of Reading - a growing town with a diverse civic population drawn from many different cultures and faiths. Our church is lively and missional and we have a history of planting out and resourcing other churches across the town. We have two locations and four congregations, and we want our facilities to be a resource for the local community and Christian partners locally and nationally. We have a developing ministry to refugees and asylum seekers and a thriving children's and youth ministry. We are looking for someone to come and join our existing team with a heart to facilitate the mission and ministry of the church community.

We are committed to fairness and equality of opportunity. Anyone who recognises that they have the attributes within this job description and feels they would be able to carry out this role is welcome to apply. We pray that God guides you as you discern if this is the right post for your life and ministry.

Revd Natalie Worsfold, Associate Vicar of Greyfriars Reading

To find out more about Greyfriars, please visit www.greyfriars.org.uk

Operations Manager Job Description

Job purpose

As Operations Manager, you will work alongside the Vicar to provide confident leadership and management to enable the operational running of Greyfriars and New Hope Church (GF and NH). The role is multifaceted and the post-holder leads in the areas of HR, communications, administration, facilities and buildings.

Employer Greyfriars Church Parochial Church Council (PCC)
Salary £32,000-£35,000 per annum depending on experience
Role Reports to Vicar

Direct reports Verger, Operations Assistant, Bookings & Events Manager, Facilities Assistant and Operational Volunteers

Leadership

- Work with Clergy, PCC, Ministry Heads and other key lay leaders to lead the operational delivery of all ministries at GF and NH
- Manage the day-to-day operations of GF and NH according to the vision and budget, ensuring the church complies with current legislation and governance requirements
- Ensure effective engagement and good communication with the congregation, staff and volunteers
- Sustain and build relationships with external partners and other stakeholders

Human Resources

- Foster and promote a collaborative, prayerful, can-do staff culture that embodies our vision
- Line manage the Operations Team
- Encourage, develop and manage volunteers to assist with administrative, IT and management functions (e.g. IT, Atrium welcome desk, gardening, DIY)
- Implement the recruitment process for new staff including advertising, interviews to contracts and assist with the induction of new staff
- Ensure all employment policies, e.g. Staff Handbook, appraisal process, annual leave, are maintained, communicated and implemented effectively
- Collaborate with PSO (Parish Safeguarding Officer) to lead on Safer Recruitment for volunteers and staff
- Support ministry leaders to implement the Safer Recruitment Policy, oversee Ops Assistant to undertake DBS ID checks and ensure Safeguarding training is completed by all relevant persons across GF and NH

Administration

- Manage the effective operation of the church office and Atrium welcome desk, ensuring the office is staffed 9-5, Monday-Friday
- Oversee the church data management tool (ChurchSuite) and other information and computer systems
- Lead on GDPR compliance
- Oversee maintenance of the Electoral Roll
- Oversee the management of the church calendar, including all events, courses and meetings and the venue bookings process (with the Bookings & Events Manager for external hire)
- Oversee Ops Team to ensure stock is ordered to maintain ministry and client needs e.g. refreshments and stationery
- Oversee insurance arrangements for the church
- Oversee all routine reporting to the Church of England and Diocese of Oxford e.g. Parish Returns and Statistics for Mission

Communications

- Oversee and develop all communication channels, including social media and website, in liaison with appropriate stakeholders e.g. Vicar and Ministry Heads
- Ensure timely responses to enquiries from church members, newcomers and external enquirers signposting to others as needed

Buildings and Facilities

- Liaise with PCC to ensure the historic fabric of our church and wider site is cared for, maintained, and developed to support the use of our buildings for the church and beyond
- Facilitate church ministries through ensuring the Ops Team provide a safe operating environment and set up appropriately for each ministry or equip volunteers and church members to do so
- Oversee operational preparations for all events and occasional offices (weddings, baptisms, funerals)
- Manage the church site and properties, including supplier management and arrangements for utilities, bills, kitchen equipment maintenance, grounds maintenance, meter readings, boiler servicing, cleaning etc
- Ensure policies and procedures applicable to the use of church premises (e.g. health and safety, fire safety, food hygiene, lone working, etc) are in place, and arrange appropriate training for staff and volunteers to comply with current legislation and good practice, and manage risks effectively
- Oversee the Bookings Manager in marketing and hire of our sites as a method of generating income
- Manage upkeep of church buildings and liaise with Diocese for faculties as necessary
- Manage IT provision, with support from external IT providers & volunteer/s
- Work closely with the Atrium (Coffee and Bookshop) team, supporting them in operational matters

Working Expectations

- Attend staff prayers, Ministry Heads meetings, Governance Committee and other meetings as applicable
- Working key dates in the church year including Christmas services, Easter services, PCC Meetings and Annual Parish Church meetings, for which time in lieu will be given
- 25 days' holiday per annum
- It is a Genuine Occupational Requirement (GOR) of the post that the post holder will be a Christian
- A worshipping member of Greyfriars: To carry out this post most effectively the post holder will be committed to GF and NH and regularly worship at one of its services
- 37.5 hours worked during the hours of 9am-5.30pm Monday-Friday
- The role is an office-based role
- 6-month probationary period and 2-month notice period on successful completion of probation

PERSON SPECIFICATION

Essential

- A personal and active Christian faith, with a deep commitment to the vision, values, culture and ethos of GF and NH Church
- Proven experience in operations, administration and facilities management in a medium to large organisation – this could be a church, nonprofit or corporate setting
- Experience in HR processes, including recruitment and performance management and a passion for developing people
- Excellent organisational and multitasking skills, with strong attention to detail
- Effective communication skills, both written and oral
- Strong interpersonal skills, with the ability to build effective relationships with stakeholders
- A problem-solving mindset, adaptability and ability to work under pressure
- A willingness to take initiative, think creatively and implement new projects
- Commitment to maintain strong boundaries and confidentiality within Church of England safeguarding frameworks

Desirable

- Experience of line managing and developing staff
- Visual communication skills
- Experience of developing and implementing policies and procedures

APPLICATION FORM FOR OPERATIONS MANAGER

ALL candidates are asked to fill in this application form and provide a CV.
Please continue on separate page(s) if necessary.

Completed form and CV should be returned to Natalie Worsfold natalie.worsfold@greyfriars.org.uk.

PERSONAL INFORMATION

Name (full name)			
Address			
Telephone (home)			
Mobile			
Email			
National Insurance Number			
Right to work: Do you currently have the right to work in the UK? https://www.gov.uk/prove-right-to-work			Yes / No
If your nationality means you needs to share a right to work number please add it here			

EDUCATION, TRAINING & QUALIFICATIONS

Please list in reverse date order (starting with most recent)

School, College, University	From	Until	Qualifications Gained

EMPLOYMENT & OTHER RESPONSIBILITIES

Please list in reverse date order (starting with most recent) a summary of church and other employment and any relevant voluntary work (with dates).

Organisation	From	Until	Role

MOTIVATION

Briefly summarise why you have applied for this role.

EXPERIENCE & SKILLS

Please provide examples of your experience and skills relevant to the person specification for this role.

FAITH JOURNEY

Please outline your faith journey to date, drawing out significant moments you'd like to share with us. If appropriate, explain your sense of calling to apply for this role.

INTERESTS & ACHIEVEMENTS

Are there any other interests or achievements that you think are relevant to share?

YOUR CIRCUMSTANCES

Disability Access: Do you require special access for the purposes of an interview or to undertake the role?

Yes / No	(If yes, please describe any special conditions or adjustments required on a separate sheet.)
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Convictions: Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974?

Yes / No	(If yes, please describe any special conditions or adjustments required on a separate sheet.)
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Note: This post is subject to a satisfactory DBS check.

If successful in my application, I agree to complete a Confidential Declaration form, and to apply for a Disclosure from the Disclosure & Barring Service. I recognise that, under the Diocesan Policy on the recruitment of ex-offenders (page 8 of *Protecting Children in the Diocese of Oxford*, June 2005), having a criminal record will not necessarily be a bar to obtaining the position for which I have applied.

I confirm that to the best of my knowledge, the information given on this form is correct. I understand that false information could lead to dismissal. I consent to the data processing of the information I have given on this form as defined under the Data Protection Act 1998 for the purposes of employment with Greyfriars Church.

Signed:

Date:

REFERENCES

Names and addresses of three referees who know you well, but who are not related to you.

1. One reference should be from your current manager or equivalent at that place of work (or your last employment if you are not currently working)
2. One should be the minister of the church you currently attend (if your minister is also your current line manager, you can ignore this reference)
3. One reference should be personal

Please indicate if taking up this reference before interview will cause you any problems. Please include a brief note on how each of your referees knows you.

Name of Referee	Referee Address	Referee Phone Number & Email Address	Referee relationship with applicant
1.			(Current Manager)
2.			(Church Minister)
3.			(Personal)