

Job Description

Location: Holy Innocents South Norwood/ St Edmund the King and Martyr EC3V 9EA

EMPLOYER:	IMPRINT Charity
JOB TITLE:	Operations Manager
RESPONSIBLE TO:	Benita Daniel
SALARY & CONTRACT:	£30,000 FTE (paid pro rata: £6000/pa), fixed-term 1-year contract, On a Zero-hours contract: £20/hr
WORK PATTERN:	1dpw on Thursdays on site (9am-5pm), Can be flexible part-time role if negotiated Preferably Thursday afternoons in the office for in person meetings
HOURS:	7hpw, 9am-5pm
RESPONSIBLE FOR:	Managing the Parish administration of IMPRINT Ministry in the Parish of Holy Innocents, South Norwood, SE25 6XX

Note: This job description does not form part of the employment contract but is provided for guidance.
The precise duties and responsibilities of any job may be expected to change over time.

Job Summary

IMPRINT Ministry in the Parish of Holy Innocents South Norwood includes a Grade 2 listed building and is a new church plant. Part of the IMPRINT network, IMPRINT Croydon is IMPRINT's 3rd church plant.

The Operations Manager supports the development, maintenance and smooth running of the building, the human resource responsibilities and book keeping of the parish. The Operations Manager would also be responsible for ensuring our policies are up to date and fit for purpose and that we are compliant with safeguarding and governance as expected by the Church of England.

The Office Administrator is expected to perform duties with independence, initiative and judgement while being a flexible team player.

Principal Duties of the role

Support the day-to-day ministry activities including the general administration of the Croydon Team (including human resource, book keeping, policy audits and safeguarding audit work), the running of church operations, including building, fabric, communications, special projects, that support the life and ministry of this dynamic Parish.

General/Administration:

- Liaising with the 10am congregation regarding room bookings, ways to collaborate, hall bookings etc
- Liaising with the Imprint team on their requests
- Manage the administration for IMPRINT weddings, funerals, baptisms in Croydon
- After the operations team weekly meeting, track progress on agreed tasks
- Responsible for contracts and licensing returns - PRS, CCLI, One Licence, LDF quarterly returns.
- Instruct updates on the Parish website and liaise with the Imprint Creative team on the Imprint ministry website
- Compliance: Adhering to national building codes and safety regulations, including the special regulations applicable to Grade 1 listed buildings.
- Maintain and review Parish policies and procedures, ensuring they are up to date and the buildings are safe for occupants, including producing risk assessments and addressing identified hazards and communicating health & safety procedures to building users.
- Maintain registers such as building log books and ledgers.
- Ensure Insurers have all documents and building updates they require.

Human Resources:

- Support the Pastor in the recruitment, employment and induction process of new staff,
- Schedule and support the staff review process.
- Liaise with the payroll agency on new staff and staff updates.
- Maintain staff holiday and sickness records and emergency contact list.
- Develop a safer recruitment procedure for the parish with a tracking system based on Diocesan expectations.
- Improve the organisation of the HR on-line filing system.

Finance:

- Grant budgets and project management, including drawdown requests.
- Send invoices to the finance officer in a timely manner.

- If required, liaise with outside support on payroll, salaries, pensions, HMRC
- Occasionally support the Finance Officer with banking and petty cash
- Grant applications for relevant grants for funding of ministry or funding of building projects

Trustee Administration:

- Take and distribute notes for meetings as needed
- Support with the Annual Trustee Reports, working with the Finance Officer

Being part of the team

- Working in the office on Thursdays 9-5pm as well as weekly IMPRINT team meetings

Buildings

- Emergency Repairs: Addressing immediate issues like leaks, power and internet outages, or fire damage.
- Work with the Parish Manager to identify the most urgent repairs and restoration projects required.
- Follow Church of England legislation related to repairs and restoration work
- Consult the Quinquennial Inspectors and the Parish Manager in prioritising and sequencing the most urgent repairs of the Parish buildings based on the Quinquennial Reports, including
 - Recommendations on the best way to tackle the urgent building issues
 - Recommendations on qualified tradespeople/contractors
 - Strategic advice on processes and procedures, including Faculties
- Develop a detailed understanding of the legal requirements around Grade 2* listed buildings and the Church of England Faculty Process.
- Lead on Faculty applications: Prepare and submit documentation needed to apply for permission to proceed with works, liaising both with the DAC, the Registrar and the Chancellor's office.
 - Draft proposals to the DAC
 - Statement of Significance
 - Statement of Need
 - Consult the Diocesan Advisory Committee
 - Consult Heritage bodies
 - Petitions for Faculty including Public Notice
 - Submitting faculty application to the Registrar for Chancellor's decision
- Initiate and oversee redevelopment work to the Parish properties, including representing the Parish and working with the Diocese, building project managers, funders, contractors and other stakeholders on extensive multi-million pound restoration projects.
- Looking after the Grade 2* listed building - organising day to day repairs, gardening/landscaping, liaising with Croydon Council if there are issues with waste

removal and working getting quotes and contractors for urgent repairs listed in the quinquennial report

- Regularly checking for potential problems like leaks, cracks, breakages, wear and tear to prevent future problems and oversee the planned and reactive maintenance for the churches, working with the Diocese and the appointed Quinquennial Inspectors (appointed architects) on repairs.
- Liaising with electricians for heating repairs, electrical repairs, plumbing repairs

Events

- Eventually start a system for dry hire if required

Communication and relationship management

- Clear, friendly and effective communication with
 - the closest Operations team members such as the Parish Manager, Verger, Finance manager and Events manager.
 - Attend weekly meetings with the Pastor, providing updates on progress and liaising on each project decision which has financial implications.
 - Coordinate repairs around others impacted by it.
 - Manage the duties and responsibilities of the Verger by
 - Meeting weekly to plan the work required
 - Conduct annual performance reviews
 - Ensure the wellbeing and safety of this staff member
 - The closest ministry team members such as the Minister in Charge, Project Manager
 - Ensure leaders are included in decisions around the timing of works to buildings, bookings, projects
 - department ministry leaders.
 - Be part of enthusing and disseminating understanding in the Parish congregation of the work involved in stewarding historically significant buildings.
 - Liaise with them on building use.
 - Be part of Core team meetings on Monday evenings.
 - External stakeholders such as the diocese, venue hirers, insurers and service providers.

Person Specification

This role would suit a friendly and flexible multi-tasker who enjoys a variety of duties, a completer/finisher who is able to plan, prioritise and execute their work and meet deadlines under changing conditions independently as well as part of a team. This person will support the ministry and vision of the parish.

Experience, knowledge, training and qualifications

- Experience of successful and effective complex project management
- Experience of working with a wide variety of professionals
- Familiarity with the restrictions around listed buildings and an understanding of and experience working under strict legal frameworks.
- Understanding of the value of the 'Parish story' when relating to funders and supporting the application for grants.
- Familiarity with the Church of England building regulations.
- As the role would represent the Parish and ministry of IMPRINT London, familiarity and affinity with the ministry and its values.
- Experience in office administration roles.
- Experience with writing and adapting different policies
- Experience with HR, Book keeping
- Has an understanding of Trustee Governance
- Familiarity with the Church of England and empathetic to the aims and values of the Parish and identification with the mission of IMPRINT church.

Aptitudes and abilities

- Genuine interest in preserving and stewarding the historical significance of the Parish buildings.
- Genuine interest in helping enable the extraordinary ministry of IMPRINT Croydon.
- Project orientation while balancing routine work
- Multi-tasker, managing competing priorities while maintaining accuracy
- Ability to meet strict deadlines
- Ability to work successfully as part of a small team
- Possess good communication and interpersonal skills to liaise with colleagues across the Diocese, including senior budget holders, and suppliers.
- Ability to keep information confidential, complying with departmental and GDPR policies and procedures.
- Aptitude for writing professional applications and reports
- Attention to detail
- Completer finisher

- Proactive
- Ability to multi-task and manage competing priorities
- Judgement and decision-making ability
- Problem-solving skill set

Personal attributes

- Efficient
- Reliable/dependable/responsible
- Self-motivated
- Quick learner
- Adaptable and willing to get involved
- Project orientated/methodical with a flair for procedures and paperwork
- Attention to detail
- Completer finisher
- Sound judgement and decision-making ability
- Problem solving skill set
- Enthusiasm for a high-paced environment, entrepreneurial, team-oriented environment
- Willingness to get involved
- Good communicator
- Great interpersonal skills
- Team player
- Initiative and curiosity
- Positive, kind, warm

General Conditions

Diversity

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- values difference in others and respects the dignity and worth of each individual
- reflects the diversity of the global church
- fosters a climate of creativity and encouragement that will help all staff to develop to their full potential.
- We expect all of our employees to be treated and to treat others with respect.
- Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal are treated fairly and are not

subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

Equal treatment amongst differing people from diverse backgrounds is one of the central precepts of the Church of England's mission and theology. The Church of England values the richness which this equal treatment brings to the workplace. The Diocese of London is therefore concerned to avoid discriminating against any person.

Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church, representatives of the ministry of IMPRINT London and as professionals, whatever their job.

As this role would involve representing the ministry of IMPRINT Church in the Parish in a senior capacity both internally and externally it has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010. The role holder would be part of the staff team and would need to be willing to worship with IMPRINT Church London.

Health and Safety Responsibilities

All Parish staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act and not endanger themselves or others by any act or omission on their part and by the Management of Health and Safety at Work Regulations, to cooperate with colleagues and management in the control of health and safety at work.

Therefore, staff are required to:

- Read, understand and abide by the Parish policies and procedures;
- make themselves familiar with accident and emergency procedures for their site;
- inform their manager immediately of any health or safety deficiencies or dangerous situations or near misses;
- set a good personal example in respect of health and safety.

Confidentiality

Staff must not pass on to unauthorised persons any information obtained in the course of their duties without the permission of the Parish Manager.

Terms of Employment

Location: Holy Innocents South Norwood SE25 6XX/ St Edmund the King and Martyr, 59 Lombard Street EC3V 9EA

Employer: IMPRINT Charity

Hours: 1 day/week; 7 hours a week; 9:00am-5:00pm, with 1hr for lunch. Some flexibility around working days, although Thursday would be preferable.

Salary: at £ 30,000 FTE (pro rata: £6,000 per annum)

Pension: The successful candidate will be enrolled in a pension scheme when eligible.

Probationary period: 3 months.

Holiday: Pro-rata based on the statutory entitlement of 28 DPY (including Bank Holidays).

Contract: This post is offered on an annual 1 year fixed term contract with 1 month notice period and is subject to ongoing funding.