

CCOW

**GOVERNANCE
& OPERATIONS
MANAGER**

**INFORMATION &
JOB DESCRIPTION**

We are looking to appoint a successor to our current postholder, who is responding to God's call to serve in their home church.

Christ Church is a warm, welcoming and inclusive evangelical church in southern Hertfordshire, close to Junction 18 of the M25 and with direct tube and rail links into central London.

We have a large congregation with many families and young people, great technical facilities and a well-developed and growing online ministry in a beautiful location. Take a look at our website (<https://ccw.org.uk>) to find out more about our church.

We welcome applicants from diverse backgrounds. The successful candidate will be hard working, part of a large team, have great interpersonal and communication skills and excellent administrative abilities to oversee the various elements of the role.

Closing date: 15 December 2023 – We are interviewing on a rolling basis and might close the application early if we find the right candidate.

CHRIST CHURCH CHORLEYWOOD

JOB DESCRIPTION

GOVERNANCE AND OPERATIONS MANAGER

Position:	Governance and Operations Manager – part-time (30 hours) over 4 working days (Tuesday to Friday)
Responsible to:	The Vicar (or the Churchwardens in his/her absence or during an interregnum)
Employed by:	The Parochial Church Council, (PCC)
Salary:	£26,500.00 to £29,400.00 a year depending on qualifications and experience
Purpose:	To be the operations and administrative leader in Christ Church.
Aim:	To be responsible to and work with the Vicar and the Churchwardens in leading the operational management and administration processes to enable them, the staff team and members to focus on the mission and outreach of Christ Church to the community and the wider world. This will include reviewing our present approaches and working with our staff and members to continue to build a 'blended' team to design

and deliver efficient and effective processes that maintain a strong foundation for growth.

Key Delivery Areas:

- **Teams** - Builds and co-leads an existing administration team consisting of two part-time administrators, creating a clear vision and purpose for the team.
- **IT-** liaise and work with the Finance Secretary and Church Buildings Manager, as needed.
- **Management-** manages all aspects of the church's property portfolio of three residential properties, (accommodation for curates, ministry trainees or private tenants). Ensures that the PCC acts as a responsible and caring landlord. Is accountable for ensuring that these buildings are clean and welcoming with preventative maintenance schedules in place and meet all legal requirements, e.g. annual Landlord's Certificate, periodic electrical certification etc. Undertakes an inspection once a year on the anniversary of the start of the tenancy agreement. Initiates minor repairs when required, seeking approval from the Churchwardens, Finance Group or PCC, as appropriate. Liaises with local letting agencies in sourcing new private tenants, agrees the rental level in conjunction with the Churchwardens, arranges for a Churchwarden to sign tenancy agreement and informs the Finance Secretary and Church Buildings Manager when a deposit is to be expected for lodging with the Deposit Protection Scheme. Welcomes new tenants to a property providing them with keys and ensures that clear instructions are made available covering the central heating system, electrical installation and operation of all electrical goods and appliances. Advises ongoing tenants of their responsibilities on leaving the property, obtains a forwarding address and confirms release of the deposit, if appropriate.
- **Health and Safety** – Is accountable for ensuring that the three church properties meet all H&S requirements and that operational procedures are documented.
- **Communications** – Works with other teams within the church to ensure that communication (service sheets, newsletters, house drops), are delivered on time. Works to ensure integration of communication between different channels, (website, social media, hard copy, etc.).
- **Welcome strategy and rotas** – Oversees and develops the welcome strategy as appropriate to each Sunday service and ensures that the various rotas relating to services, the serving of refreshments and the care of items such as linen and brass are established and maintained using Church Suite.

- **Volunteer structure** – In conjunction with the Vicar, Churchwardens and Ministry Leaders develops effective volunteer recruitment and manages and supports the volunteers, drawing up role descriptions, advising the Safeguarding Administrator of those who need DBS clearance and liaising with ministry leaders so that the vacancies can be identified and filled.
- **Human Resources (HR)** – Assists the Churchwardens and the Chair of the HR Care Group in ensuring that all standard employment processes, (annual reviews, objective setting, absence monitoring, etc) are in place and employment policies and the Staff Handbook are up-to-date. Works with and inputs to the HR Care Group, which includes a specialist HR Consultant employed on an ad- hoc basis.
- **Governance** – Works with the Churchwardens and the PCC in managing overall governance and identifying specific risks. Advises PCC of Church of England and Charity Commission regulatory changes.
- **PCC** – Manages PCC agendas against a rolling annual list of items, collects and circulates all necessary documents, and updates the file structure on the server.
- **Record keeping** – Establishes central physical and electronic record-keeping, (PCC, its sub-committees, Accounts, Safeguarding, Properties, Fundraising, etc.) and manages GDPR.

Person Specification

Essential:

- A respect and understanding of the values and workings of the Church of England and an understanding of and in sympathy with the ethos and values of the Christ Church.
- A person who has experience of leading and managing a team, function or department and have been a budget holder. There is no fixed qualification requirement.
- A person who is used to working within a regulatory context.
- A person with facilities and /or property management skills and experience.
- Has patience, motivation and good communication skills and can be a positive role model, encouragement and example to others.
- Become fully conversant with and sensitive to the requirements of the Church of England's Safeguarding Policies and Practice.
- Efficient in administration, planning, presentation and time management skills.
- Car owner with a full, clean driving licence.

Desirable but not essential:

- May hold a professional qualification in facilities or property management or a related area.

- Knowledge of the Church of England structure.
- Experience in a church or charitable setting.

This person:

- This person is approachable, energetic and flexible.
- Relates well and builds rapport with people of all ages.
- Is confident, caring and humble.
- Is responsible and safety conscious.

COVID – 19 Guidelines and Regulations

Understand existing and subsequent information issued by the UK Government and the Church of England and observe the guidelines and restrictions to afford as much protection as possible to oneself, staff colleagues, volunteers and others using the buildings and environs of Christ Church Chorleywood and when involved in events, which may take place further afield.