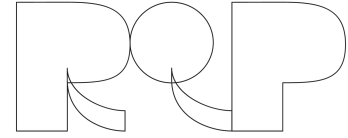


OPERATIONS MANAGER /

Redeemer Queen's Park



REDEEMER EXISTS TO HELP CONNECT JESUS TO PEOPLE,
PEOPLE TO COMMUNITY, AND COMMUNITY TO MISSION.

Job Summary:

Maintain and develop the infrastructure of the organisation to enable Redeemer to develop its activities taking account of technological changes and other developments.

Responsible for the management and administrative service of the office and the school and any other spaces that Redeemer may let own or lease.

Responsible for providing personnel services to all areas of Redeemer's activities including the overseeing of recruitment of staff and volunteers and compliance with employment legislation.

To ensure the charity of Redeemer Queen's Park's finances are managed effectively and efficiently and that the entire service provided to the trustees of Redeemer and member's of the church meets the highest standards of Christian hospitality and care.

To pray for and provide spiritual support for the trustees and members of Redeemer Queen's Park.

To provide operational assistance around the ministries of Redeemer Queen's Park when asked by the line manager, Thomas West.

Post Hours:

Part-time; pay and hours dependent upon candidate experience and skills.

Hiring Schedule:

We will receive applications until Friday 10 February. We will begin interviewing qualified applicants immediately. Please email Thomas@RedemerQP.com your CV with interest. We will send you a questionnaire as the next step.

Reporting To:

Thomas West, Pastor
The Administration and Finance Elder (David Brown)

Occupational Requirement (OR):

This post has been identified by the trustees as one which has an OR to be filled by a Christian. *This is under the provisions of the Equality Act of 2010 Schedule 9 Part 1 section 3.*

Probationary Period:

This post will include a ninety day probationary period upon which the role will be evaluated and amendments made.

Flexibility and Expectation:

We expect the hours and pay to increase over time. Key duties, hours, and pay are negotiable based on the skills and experience of the applicant.

Key Duties

1. FINANCIAL MANAGEMENT

To manage the finances of the charity in a manner that ensures financial stability through effective accounts preparation, budgeting, implementing good controls over expenditures, overseeing end-to-end finance operations, financial planning and analysis, balance sheet reconciliations, looking to make improvements to procedures and controls. Overseeing the charity's insurance cover. Pursuing grant funding and other sources of income.

2. POLICY AND IMPLEMENTATION

To provide leadership in developing good policy and practice and taking the lead in planning and policy reviewing, updating, development and implementation ensuring compliance throughout the work of the charity. This includes advising the Safeguarding Co-ordinator of any changes in safeguarding policy and ensuring the charity's Safeguarding Policy and Guidelines are up to date and implemented.

3. HUMAN RESOURCE PROVISION

To be responsible for the safe recruitment of staff and volunteers ensuring appropriate checks (including DBS) are carried out; ensure effective liaison with our payroll provider; oversee pensions, staff and volunteer personnel records including training, annual leave, and DBS checks. Ensuring compliance with the relevant legislation and good practice.

4. HEALTH AND SAFETY LEAD

To manage health and safety in relation to the church buildings, staff, volunteers, and users.

5. DATABASE MANAGEMENT

To oversee the management of our physical and digital database management systems.

6. BUILDING MANAGEMENT AND DEVELOPMENT

Accountable for the management of relationships with the school and the church office and any other spaces that Redeemer may own or lease. This includes building and equipment maintenance, cleaning, repair and renewal, lettings, and staffing the office, ensuring reception service is provided during office and event hours. Identifying areas for upgrades and the development of assets to further their usefulness to the organisation of Redeemer Queen's Park.

7. LIAISON WITH THE TRUSTEES

To ensure Trustees/Church leadership are kept informed of all relevant matters relating to the management of staff and volunteers.

8. TO PRAY FOR AND PROVIDE CHRISTIAN SPIRITUAL SUPPORT

To assist in caring for and supporting the staff, members, and attenders of Redeemer Queen's Park, giving special attention to the marginalised and overlooked. Communicating with the staff and trustees about situations as needed.

9. ASSISTING IN THE OPERATIONS OF MINISTRY AREAS

Provide assistance and support at the direction of the line manager to different ministry areas of Redeemer Queen's Park.

10. OTHER DUTIES AS NEEDED COMMENSURATE WITH THIS POST.

General Responsibilities:

Be committed to the general life and work of Redeemer Queen's Park in its mission to the broader communities of North West London.

Confidentiality

Any information relating to people contacted or using service provided by Redeemer Queen's Park or relating to staff acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the charity and church leadership or the line manager.

This job description is not exhaustive and amendments and additions may be required in line with future organisational changes. The charity reviews job descriptions annually.

Essential Criteria:

- A Christian who loves Jesus and is passionate about building his church and expanding his kingdom
- Conscientious, hard-working, self-motivated, proactive, energetic and flexible
- Able to work in a team but also on your own to initiate
- Able to deal effectively with conflict
- Ability to problem solve and provide creative solutions
- Efficient and well-organised
- Excellent time management
- 3-5 years' experience working in a demanding environment, with the ability to make things happen
- Ability to assess, implement and develop administrative and financial systems to provide and efficient administrative and financial service
- Experience in at least two of the following: HR service provision; policy development and implementation, office management
- Accurate with a good eye for detail
- Excellent written and verbal communication skills
- Competent IT skills in the following software applications: CRM and CMS system, Outlook, Google, Word, Powerpoint, Excel, and ProPresenter
- Experience in managing staff and or volunteers and teams
- In sympathy with the vision and values of Redeemer Queen's Park
- Experience in dealing with people from a wide range of backgrounds and ability to work in a multicultural / multi-faith community
- Ability to provide spiritual support to those in distress

Desirable Criteria:

- Part of the Redeemer Queen's Park community or willing to be part of it
- Willing to work flexible hours depending on requirements
- Ability to speak another locally spoken language e.g. Spanish, Portuguese, Arabic, French, Italian