



JOB DESCRIPTION

JOB TITLE: Head of Operations

RESPONSIBLE TO: Lead Pastor

CONTEXT: Soul Survivor Watford is a vibrant church in North Watford with a congregation of over 1400 of all ages and average weekly attendance of over 1000. The staff team is made up of approx. 18 people. Our purpose and vision is to Love God : Love People & One Another : Love those around us, to see lives transformed by the love of Jesus. We place a high priority on Worship, Teaching and Ministry of the Spirit.

MAIN ROLE & PURPOSE: This senior role will be part of the core leadership team of Soul Survivor Watford and will be responsible for all the church operations, including health and safety and the smooth running of the church buildings. This role includes managing the finance and administration teams. This person is also the designated lead for safeguarding, working with the deputy safeguarding lead to ensure safe practices are implemented across the team and the church. This role is vital in enabling the ministries and events for our church family and the wider community so we can share the love of Jesus.

LINE MANAGEMENT: This role has line management responsibilities as detailed below

The Person

We are looking for an enthusiastic, self-motivated and high capacity individual to join the team of Soul Survivor Watford as the Head of Operations. This important role will be part of the core leadership team and is integral in ensuring regulatory compliance alongside the Trustees. You will be joining at an exciting new time as we emerge from a challenging season, reflect on the learnings and difficulties of the past, and look forward with hope, anticipation and excitement for all God has for this community.

Key Roles & Responsibilities

- **Designated Lead for Safeguarding**
 - This role will work very closely with the Lead Pastor, Deputy Safeguarding Lead (Childrens & Families Pastor) as well as the Diocesan Safeguarding Team to ensure we are promoting a safe environment and culture for everyone particularly children, young people and vulnerable adults
 - Manage the handling, record keeping and ongoing monitoring of any safeguarding concerns, disclosures, and allegations. Ensure that personal data is stored securely using the CPOMS system
 - Ensure that staff team and volunteers are recruited using the safer recruitment policy
 - Ensure we are aware of and comply with all relevant safeguarding requirements and responsibilities and have the appropriate policies and processes in place
 - Ensure that staff team and volunteers have appropriate safeguarding training
 - Ensure that the parish Safeguarding Dashboard & Hub is kept up to date

Soul Survivor Watford, 5 – 7 Greycaine Road, Watford, Herts, WD24 7GP
tel: 01923 204200 email: info@soulsurvivorwatford.co.uk web: soulsurvivorwatford.co.uk

Soul Survivor Watford is a Registered Charitable Incorporated Organisation, Charity No. 1184088 and Company No. CE017985.
Soul Survivor Watford is a Bishops Mission Order in the Diocese of St Albans and is part of The Church of England.

- Offer safeguarding advice and support to the staff and volunteer teams for all church activities, with support from the Diocesan safeguarding team
- Provide regular safeguarding reports to the Trustees
- **Health and Safety**
 - Ensure we are aware of and comply with all relevant Health & Safety requirements and responsibilities, including fire safety, building management and first aid and that the appropriate policies and processes in place
 - Ensure we comply with all food hygiene practices, in liaison with the Café team leader
 - Ensure that staff team and volunteers have appropriate Health & Safety training
 - Ensure all relevant risk assessments are in place and reviewed at the appropriate regular intervals
 - Work closely with the Caretaker to ensure all regular H&S checks are processed and there are systems in place for the documentation of this
- **Buildings Management**
 - Contract negotiation for utilities, insurance, services and equipment supplies
 - Ensure relevant licenses are in place and renewed regularly
 - Work closely with the caretaker to manage the security and access for the buildings
 - Work with project team and contractors in relation to any further building projects.
 - Be responsible for the development and implementation of a rolling maintenance plan
- **Other**
 - Attend Trustees meetings and liaise with the Trustees to ensure regulatory compliance and charity governance including all policies are in place and reviewed at the appropriate regular intervals.
 - Ensure compliance with GDPR and liaise with team to ensure they are aware of GDPR requirements. Manage any SAR's received.
 - Assist and liaise with the Lead Pastor & Associate Pastor in reviewing ongoing people planning requirements to support the ongoing growth of the church.
- **Line Management**
 - Manage and support the Finance Manager to ensure the good stewardship of the church's financial resources as well as timely reporting to the Lead/Associate Pastors, Trustees and regulatory authorities for financial reports. The Finance Manager manages the Caretaker.
 - Manage the Executive Administrator whose role includes responsibility for HR processes and pastoral/office administration and processes. The Executive Administrator manages the Church Co-ordinator.

PERSON SPECIFICATION:

Essential

- Safeguarding knowledge with experience of handling concerns and of the safeguarding procedures, policies, safer recruitment process
- Operations Management experience
- Budget / Financial management experience
- Excellent organisational skills and able to work on own initiative
- Ability to work well as part of a team
- Line management experience
- Excellent written and verbal communication skills
- Highly organised, able to juggle multiple priorities and delegate appropriately

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- Strategic thinker
- Attention to detail
- Trustworthy and able to hold confidential information
- Commitment to the vision of Soul Survivor Watford.
- A professional leader who is committed to working collaboratively as well as releasing and equipping others
- A commitment to support and lead by example the ongoing cultural change taking place within the church and staff team.
- A living faith reflected in all areas of their life

Desirable

- Experience in leading teams
- Experience of project management
- Experience of putting together fundraising proposals

This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1 of the Equality Act 2010. This will be demonstrated by a commitment to supporting and demonstrating the Church of England's Statement of Faith <https://www.churchofengland.org/our-faith/what-we-believe>

Soul Survivor Watford is a member of the Evangelical Alliance <https://www.eauk.org/>

Soul Survivor Watford is committed to creating and sustaining, a diverse inclusive workforce, and to safeguarding and promoting the welfare of vulnerable adults, young people and children. We expect all our staff team and volunteers to share this commitment.

This Head of Operations role is eligible for an enhanced DBS disclosure as part of our safer recruitment process.

Terms and Conditions:

- 5-day week (37.5 hours) Monday-Friday
- 1 hour lunch break [unpaid]
- 25 days paid holiday plus Bank Holidays.
- Location is on-site at Soul Survivor Watford
- To be willing to be DBS checked

Reviewed 25/04/2024

Approved by:

Lead Pastor – Jon Stevens

Operations Manager / DSL – Kathryn Maynard