

# holy|trinity|richmond

a church with an open door

Dear Prospective Applicant,

Thank you for your interest in the position of Operations Manager at Holy Trinity Church.

The role of Operations Manager is a significant one in the life of our church. The staff team at HTR is not vast and a number of the team are part-time. A full time Operations Manager, therefore, will be a senior post and greatly influential within the staff and the life of the church. It is envisaged that this role will be less administrative and more operational and strategic, directing and deploying the resources of Holy Trinity to fulfil the vision that God has given to us.

In particular, the Operations Manager will play a key role alongside me as vicar to discern and shape that vision, consider the practical details, and communicate it to the wider church. I look forward to working closely with whoever takes on this role to seek God and his will for us in this church. You will work with other key leaders at Holy Trinity to create the vision and direction as well as implement it. This position will therefore require someone who is Godly, visionary and collaborative to help move us forward.

The role is a challenging one, but also potentially hugely rewarding. I encourage you to consider applying for it even if you don't feel you match everything we are looking for.

If you have any specific questions about the role, please get in touch with either me on 07742 940842 or via [dan.wells@htrichmond.org.uk](mailto:dan.wells@htrichmond.org.uk), or Keith Nurse, the current post holder, on 07986 124289 or via [keith.nurse@htrichmond.org.uk](mailto:keith.nurse@htrichmond.org.uk).

Thank you for considering this role and we are praying for you as you weigh up where God is leading.

Every blessing,

Dan Wells  
*Vicar, Holy Trinity Church, Richmond*

## OUR CHURCH

Holy Trinity is one of two Anglican parishes serving Richmond, and is about ten minutes' walk from the town centre. We are an evangelical church that aspires to be a church with an open door, reaching out with God's love and power, and helping one another live for Jesus. We believe that the Good News of Jesus is a message of hope for people of all ages, and that meeting Him will be a life-changing encounter. We believe that God's Spirit and word are active today, helping us to know Him personally and empowering us to minister for Him.

We particularly long for the following values to flourish in our church:

- Worship - We honour God
- Prayer - We depend on God's presence and power
- Grace - We love as Jesus loves us
- Generosity - We give our time and money to God
- Evangelism - We share the good news about Jesus
- Community - We help each other discover the 'life in all its fullness' that Jesus offers.

We have a staff team of seven, some working full time (Vicar, Worship Pastor, Youth & Children's Minister, Operations Manager, and Administrator & Events Manager) and some part time (Children's Worker, and Pastoral Team Leader), and a committed congregation who serve our church in a huge variety of ways. Our annual budget is now well over £400,000, enabling us not only to fund the staff team but also to support a wide range of ministry, as well as giving away over £40,000 to mission beyond our church, both locally and overseas.

Our Sunday Services are informal and aim to be accessible to both Christians and non-Christians, with church members directly involved in many ways. They have a charismatic feel, with an expectation that people will encounter God in life-changing ways as they meet with Him through His Holy Spirit. There is an opportunity for people to be prayed for by our prayer ministry team at the end of each Service. Typically 160-170 attend in the morning and the Service is popular with families. On most weeks there is a variety of groups for children and young people for part of the Service time, while all ages worship together at least once a month. Typically around 30-40 attend in the evening, in a relaxed atmosphere that has at its heart meeting God through worship and His word. Our Wednesday Service is more traditional, and a community of around 20 meets for worship followed by lunch.

During the week groups and activities for children and young people provide significant contact with our local community. We have ten life groups involving well over 100 church members, we regularly run Alpha Courses and occasionally other courses, and we hold a range of events to train and encourage those involved in various types of ministry. We have been blessed through seeing church members set up three separate charities over the past 15 years ([Kick London](#), [Riverbank Trust](#) and [LVA Trust](#)), which are having a huge impact in communities and schools. And we love building friendships across our church community through a variety of social and other events, with food featuring highly! We have strong links with the worldwide church, particularly through our partnership with St Peter's Church, Wandegeya and [Karis Kids](#), both in Kampala, Uganda, and one of our church members working with [Wycliffe Bible Translators](#).

Richmond is about ten miles from Central London, with excellent transport facilities both locally and into London by mainline train or underground. It is a very attractive area in which to live, with easy access to Richmond Park, Kew Gardens and the River Thames. However, you should make yourself aware of housing costs in the area.

You can find out more about us on our [church website](#).

## OPERATIONS MANAGER - JOB DESCRIPTION AND ROLE PROFILE

Role	Operations Manager
Accountable to	Dan Wells, Vicar. Formally, you will be employed by the Parochial Church Council of Holy Trinity Church, Richmond
Purpose of the role	<ul style="list-style-type: none"><li>• To help Holy Trinity Church fulfil its vision by providing strategic oversight of all aspects of the church's operations, including developing effective policies and systems for operational management and administration</li><li>• To facilitate the leadership and ministry roles of the vicar and other staff team members by providing and co-ordinating the provision of high quality operational support</li></ul>
Responsibilities	<p><b>Business</b></p> <ul style="list-style-type: none"><li>• To manage the business of the Church Council and its Standing Committee, including setting Agendas (in conjunction with the Vicar), producing papers (apart from those on financial management), writing minutes and executing decisions</li><li>• To ensure policies, risk assessments, procedures and guidance are in place to provide good governance, to support the smooth running of the church and to meet legal requirements, including reviewing existing ones and introducing new ones as and when required</li><li>• To manage major contracts, in particular for cleaning, utilities and photocopying</li><li>• To manage the Electoral Roll, including its complete revision every six years</li><li>• To act as one of three Discretionary Fund trustees and to administer the Fund's activities</li></ul> <p><b>Vision and Strategy</b></p> <ul style="list-style-type: none"><li>• To work alongside the Vicar in setting the church's vision and strategy, including devising plans and reviewing progress</li></ul> <p><b>Projects</b></p> <ul style="list-style-type: none"><li>• To lead or make a substantial input to one-off projects. In the short to medium term this will focus on the repair, refreshment and redevelopment of our building</li></ul> <p><b>Human Resources</b></p> <ul style="list-style-type: none"><li>• To act as HR Manager, providing a range of advice and information on HR matters</li><li>• To lead on the recruitment and appointment of paid staff and interns</li><li>• To ensure performance management arrangements are in place and used effectively by all staff</li><li>• To periodically review and update the Staff Handbook to ensure it remains fit for purpose</li></ul>

## Communication

- To ensure church members and the general public know about and understand what's going on in the life of our church by producing a wide range of publicity and other communications using a variety of media
- To lead on the periodic redesign and refreshment of the church website, and develop the wider and more effective use of social media
- To oversee website structure and content, liaising as necessary with leaders of ministries and activities

## Administration and organisation

- To ensure our IT capability is used and enhanced to support ministry as effectively as possible
- To lead on setting the annual calendar of groups, activities and events, including the preaching rota
- To promote effective use of our church building for the mutual benefit of staff team members, other charity staff on site, church members and community users
- To ensure a wide range of regular and one-off information requests and returns from the Charity Commission, the Diocese, other official bodies and individuals are actioned in an accurate and timely way

The Operations Manager works alongside and manages a full time Administrator & Events Manager

### Skills and experience

- Able to think and act both strategically and operationally
- Strong leadership, organisational and negotiating skills
- An experienced people manager
- Engaging written and verbal communication skills
- An innovative problem solver, who is able to use initiative to develop and improve policies and systems, and to implement change where needed
- Well-developed IT and project management skills, including familiarity with Microsoft Office software and major social media platforms
- Experience of working in a church or charity would be beneficial, but isn't a firm requirement
- Familiarity with Anglican structures and systems would be beneficial, but isn't a firm requirement

### Personal qualities

- A committed Christian who believes in the relevance of the Gospel of Jesus Christ to everyday life, and affirms an evangelical expression of the Christian faith as described by the Evangelical Alliance's [Basis of faith](#)
- Fully supports the vision and values of Holy Trinity Church, seeking to let them shape their ministry and lifestyle
- Comfortable working in the context of an Anglican church
- A team player who thrives on working collaboratively

- A self-starter who can exercise leadership, take initiative and accept responsibility
- Reliable, trustworthy and recognises the confidential nature of some aspects of the role
- Thrives under pressure, but also sets appropriate boundaries to guard personal life and time well
- Operates flexibly, manages time well, keeps to deadlines and prioritises work effectively
- Pursues excellence while being mindful of what people and other resources are available
- Is open to learn, and is committed to continued personal and professional development
- Displays humility and a servant-hearted attitude

#### Additional requirements

- Occupational Requirement - an occupational requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010
- Church membership - you will be expected to become a member of the worshipping community at Holy Trinity
- Disclosure and Barring Service - the post requires a DBS check to be carried out

#### Start date

As soon as possible

#### Working hours

This is a full time role of 36 hours a week, excluding lunch breaks. Normal working hours will be Monday to Friday, but some evening and weekend working will be necessary. Time off in lieu may be taken by agreement where this exceeds normal weekly hours

#### Holiday entitlement

In addition to bank holidays, you will receive 30 days' paid leave annually

#### Salary

In the range £26,758 to £32,110, depending on qualifications, skills and experience

#### Additional benefits

4% matched contribution to a pension scheme administered through The People's Pension

#### Other information

- We will review your training and development needs within three months of starting in the role, and agree with you how to address them
- You will normally serve a probation period of six months
- Your work will mostly be based at Holy Trinity Church, but there will be some opportunity to work from home by agreement

We wholeheartedly support the principle of equality of opportunity in employment and aim to ensure that recruitment, selection, training and treatment at work are not discriminatory, and that no-one is disadvantaged in any of these matters by conditions or requirements that cannot be shown to be justifiable. We will work to ensure that there is no discrimination on grounds of race, colour, nationality or ethnic or national origins, disability, age, gender, sexual orientation, marital status, religious or political affiliation, or any other respect which cannot be shown to be a necessary requirement of the job or office concerned.