



CCM

CHRIST CHURCH

MAYFAIR



HEAD OF OPERATIONS

AUGUST 2022



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INTRODUCTION

Christ Church Mayfair (“CCM”) is a dynamic central London church, with a congregation of around 350 adults and 70 children committed to a simple vision: Growing disciples of Jesus Christ.

We are looking for an energetic, committed and innovative self-starter to join our leadership team. You will proactively and creatively contribute to the planning and execution of projects and activities to deliver our strategy, and by doing so help us establish the organisational culture, structure and support to enable the church to further grow and develop.

Is that you? If so, keep reading to find out more.

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Thank you for expressing an interest in the Head of Operations role at CCM. I hope you find the enclosed materials helpful in telling you a bit more about the church, and the position.

Since beginning as a church plant in 2001, CCM has grown over the past 21 years, and the operations team has evolved with that growth. We now need a Head of Operations who, as part of the leadership team, has the drive and enthusiasm to help us plan and execute projects and activities to deliver our strategy so that, God willing, the church can further develop and mature.

If you think that this could be a role for you, but are either unsure and / or would like to discuss any aspects of the role, please don't hesitate to get in touch with me via the church office info@christchurchmayfair.org. I would be delighted to meet you and to chat further.

Matt Fuller, Vicar



ABOUT THE CHURCH

Who we are

We are a dynamic, central London church family committed to a simple vision:

Growing disciples of Jesus Christ

This is who we want to be

We think it is vital that we make the most of our time and opportunities in this life in God's service! We want to make progress as Christians. As a church we seek to teach everything God has commanded in the Bible, so that we can be growing in our knowledge, love and obedience of Jesus.

It is fabulous to see how committed people at CCM are in serving and caring for one another. And we are also committed to looking outwards and upwards and showing practical compassion for our city.

This is what we aim to do

We want to equip and envision everyone so that they feel confident and excited to share the good news of Jesus with those they know and meet. We long to see people place their faith in Jesus for the first time and then to deepen their love for, and knowledge of him. We also provide opportunities for people to bring sceptics and seekers to hear more.

Our culture: Visitors often comment that CCM seems to address both head and heart which we take to mean that teaching the Bible is at the heart of all we do *and* that we are comfortable with applying this personally and expressing our emotions. We want to be honest about our failings and help each other, in the Lord's strength, to grow in godliness. And we think the Bible is correct when it states that God's power is made perfect in weakness (2Cor 12:10) – we are perfect sinners! We strive to model repentance and forgiveness. We are more concerned with living lives that are obedient to God, than impressive ones.

You will see on a Sunday that we love God's word, and we love singing his praises. We try to celebrate those of courageous faith and equally those clinging on in hardship. We hope that we are a church where people of all different temperaments feel at home and benefit from one another.

A very brief history that has shaped us

TBT – The Bible Talks (as we were originally called) – was planted from St Helen’s Bishopsgate in partnership with Dundonald Church, Wimbledon, and with the support of the Bishop of London. The building here on Down Street had not had any regular services for 20 years.

We launched on 21st January 2001. Two hours before the start we found ourselves unable to enter the church and so, unexpectedly, with nowhere to meet. Remarkably God provided us with the ballroom of the Four Seasons Hotel for our first service! It made for an unforgettable launch night, but more importantly, God used it to teach us to trust him. We have had occasional tricky times, including when the money has nearly run out, but he has always provided.

⇒ God will always provide for our needs.

We bounced around various church buildings in W1 for a year until we could actually get into the building on Down Street. This created all sorts of logistical challenges as, each Sunday and midweek, we had to set everything up and then pack it away again, never entirely sure where we would be the following week. And we learned that every single church member had to be involved – everyone had an important role – and this created a wonderful sense of unity and partnership.

⇒ There is enormous joy in everyone being involved in serving.

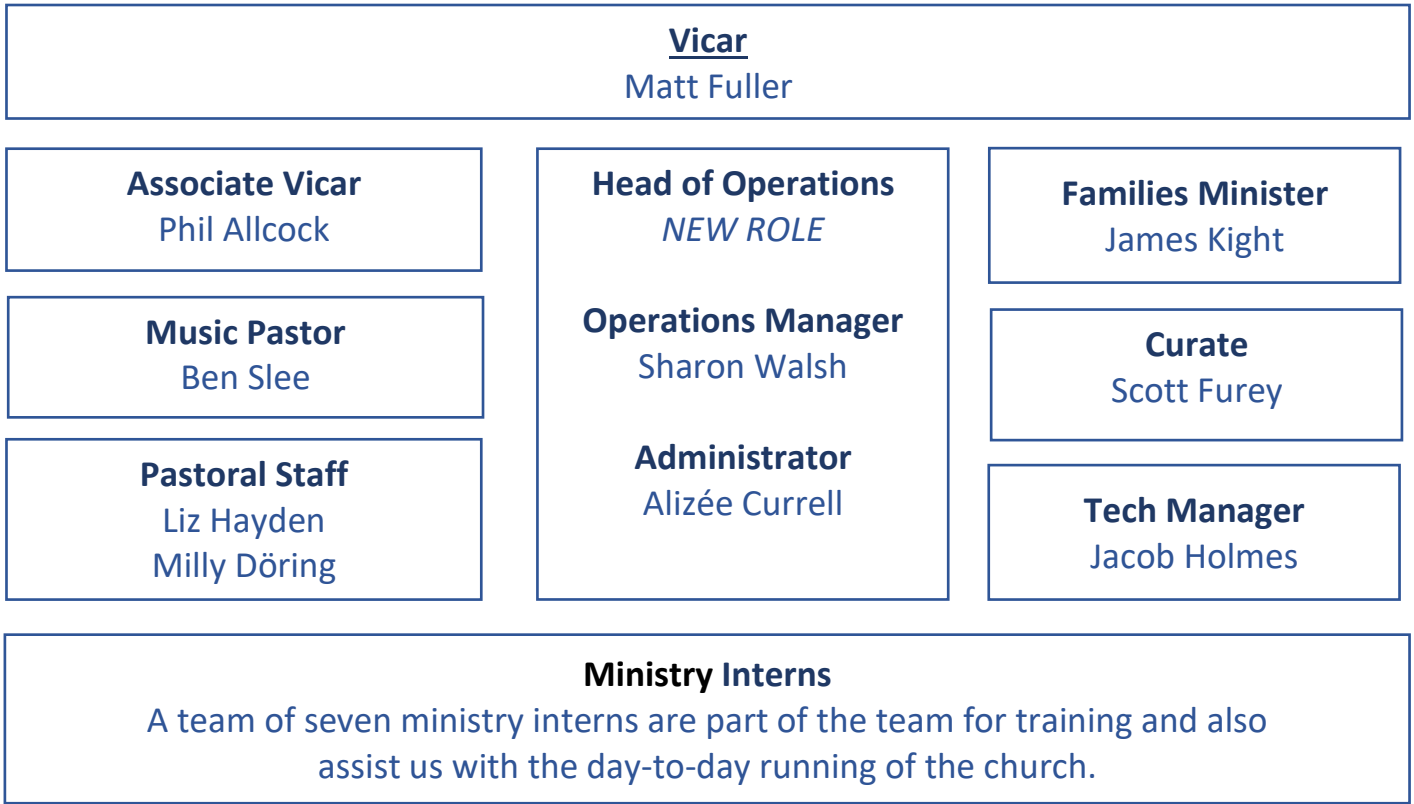
In the years since then, we have been privileged to see God work among us, through us and despite us. He has enabled us to help plant five churches including two into UPA council estates. We have trained over 70 ministry trainees. We baptised our 100th person back in 2016. We take no pride in any of this, but we are filled with thanks and praise to God. If we have learned anything, it is the truth of the words of Psalm 115:1: *‘Not to us LORD, not to us, but to your name be the glory, because of your love and faithfulness.’*

Of course, if everyone who has been a member of CCM since 2001 had stayed, we would be very large indeed! Yet, CCM has always been a church where people are trained and sent out into ministry, some full time, but mostly, wonderfully equipped lay people as they move out of London and can make a difference wherever they end up next.

⇒ This is a great place to serve the wider kingdom of Jesus Christ.

We are an Anglican church and we also cherish belonging to the Co-Mission network of churches, with many of our staff involved in training Ministry Interns across the network and co-operating in ministry projects. This is most obvious at the annual REVIVE Bible Festival in June each year. We are in the process of rationalising our structures so that the PCC has more of the responsibility for activities and ministry.

OUR STAFF TEAM¹



OUR GOVERNANCE STRUCTURE



¹ The staff reporting lines are not shown. The Head of Operations would, however, report to the Vicar and be responsible for leading the operations team.

ABOUT THE ROLE

The key objective of this post is to ensure that CCM's day-to-day activities are in step with the strategic vision of the church. This involves working closely with the leadership team of the Vicar, Associate Vicar and Operations Manager to oversee the practical running of CCM such that it enables us to best serve the advance of the gospel in London and beyond.

The Head of Operations will demonstrate strong, visible leadership to ensure their day-to-day delivery reflects CCM's values and a shared passion for what CCM is wanting to achieve. They will translate our vision into actionable goals and objectives for the Operations Team, staff and volunteers, and oversee implementation. The post-holder will establish and maintain a culture that seeks to deliver high standards, encourages innovation with efficiency, and strives for continuous improvement.

The Head of Operations will lead on the development of the organisational structure and support systems to enable the church to grow and mature. They will oversee and give direction to all aspects of the church's operations, ensuring systems are in place for robust governance, sound financial systems, good people management and effective organisation of all church activities and properties.

The post-holder will have an active Christian faith and will be expected (if not already) to become a praying, serving and giving member of the church family at CCM.

KEY RESPONSIBILITIES:

1. Strategy & Leadership

- > With the leadership team and PCC, ensure development and delivery of strategic and operational plans.
- > Oversee the church's day-to-day operations ensuring these are aligned with the future direction and growth ambitions of the church.
- > Drive progress by developing plans and providing project management to effectively implement new initiatives.
- > Lead the Operations Team, ensuring that it delivers excellent support to enable the ministries of the church.
- > As part of the wider leadership team, contribute more broadly to the general welfare and development of all staff and volunteers.

2. Governance and Risk Management

- > Support the governance structures of the organisation and assist PCC members as needed (this includes attending PCC meetings and Standing Committee meetings, overseeing the content and structure of these meetings).

- > Manage the church Risk Register.
- > Drawing on advice from experts where necessary, ensure the church meets its policy, reporting and practice obligations with regard to: Health & Safety; Employment Law; Risk; Data protection; Safeguarding; Charities Commission; Church of England and Diocesan requirements.

3. Financial Management

- > Overall responsibility for the financial management of the church.
- > Review all financial and management accounts and agree reports to PCC.
- > Ensure the church's internal control procedures are adhered to.
- > Ensure that contracts and purchases are approved and carried out in the most cost effective way.
- > Support the Treasurer, Book-keeper and Finance Committee in preparation of reports to PCC and communications to the congregation.
- > Chair PCC Finance Committee.

4. Facilities and Property Management

- > Oversee the facilities function, ensuring our buildings (including all clergy housing) are safe, well maintained and fit for purpose.
- > Act as the key contact for the church in legal matters (e.g. property purchases/sales, leases) working closely with the church's appointed lawyers.
- > Advise (with support from the Buildings and Fabric Committee) the on future property considerations and requirements, including acquisitions, disposals, building projects and maintenance.
- > Attend the Buildings and Fabric Committee.

5. Staff Management, Office & Administration Management

- > Line Management responsibility for the Operations Manager.
- > Ensure that the Operations Manager has all the support and resources needed in the office and administration functions in order to ensure that tasks and events are delivered on time and to a high standard.
- > Work with the Operations Manager to oversee communication in the church, ensuring effective messaging between the church and the leadership, congregation members, visitors and the public across all platforms.
- > Act as a point of contact for external queries.

It is envisaged that the Operations Manager will continue to play a key role in staff management more broadly (as required), including:

- > Working closely with the Staffing & Interns Committee to keep staffing policies and procedures up to date, manage rates of pay, undertake recruitment and promote staff development. Attending Staffing & Interns Committee meetings.
- > Supporting the Vicar in the content and management of staff meetings and away days.
- > Supporting line managers in managing staff, identifying training opportunities and ensuring annual performance reviews are completed.
- > Supporting all volunteers working in the church office.
- > Overseeing personnel management for church staff, consultants and Ministry Interns (to include effective and compliant processes for recruitment, contracts, visa/work permits, complaints and discipline, reviews, salaries/grants and accommodation, where relevant).

Note: Candidates who are particularly strong in one (or more) of the above skill sets are encouraged to apply even if weaker in other areas, as there is a degree of flexibility in the content of the role.

ABOUT THE OPPORTUNITY

This role provides an opportunity to work in a rewarding and purposeful environment, using your skills and talents in the service of Jesus and the advance of the Gospel. It will also enable you to:

- > Be part of a leadership team running a £1 million ministry, with the ambition to move the church to the next level of maturity in its set-up and day-to-day running.
- > Gain a big picture view of the variety of different ministries at CCM.
- > Participate in the staff training and teaching programme, building your knowledge of God.
- > Grow in godliness through the practice of ministry, alongside and by interaction with the Ministers, staff team, Churchwardens, PCC, Elders and volunteers.

ABOUT YOU

We are looking for an energetic, committed and innovative self-starter to join our leadership team at CCM. You will proactively and creatively contribute to the planning and execution of projects and activities to deliver our strategy, and by doing so help us establish the organisational culture, structure and support to enable the church to grow and develop.

You will:

- > Be able to demonstrate experience of effective leadership at a senior level, that will enable you to meet the requirements of the post.
- > Have proven experience in project management (delivering projects to time and on budget) alongside excellent planning, prioritisation and organisational skills.
- > Be able to manage and oversee a £1 million budget.
- > Be a confident and strategic thinker, with the ability to analyse issues and offer a choice of solutions to problems and challenges, discerning as to when to take decisions and when to escalate, as well as when to flex to accommodate others.
- > Show strong emotional intelligence and so able to factor the 'people' aspect into projects, opportunities and challenges.
- > Be a successful and active leader, people manager and influencer, enabling you to be an important colleague to clergy and effective builder of consensus, with the ability to relate to a diverse church family.
- > Demonstrate excellent interpersonal and people leadership skills with a proven ability to coach, manage and motivate others, as well as to delegate effectively.
- > Be a team player, developing close and supportive working relationships with all members of the staff team – both peers and reports as well as the PCC, Elders and lay leaders.

- > Be servant-hearted in attitude, sensitive to others' concerns and personal issues and an ability to encourage others in their walk with Christ.
- > Have excellent written and oral communication skills (English language).

Desirable:

- > Experience of Technology, HR, Immigration, GDPR, church management, Charities reporting and/or the Church of England's processes.
- > Educated to degree level and/or equivalent experience.

ROLE TERMS AND CONDITIONS

1. The role has an occupational requirement that the post-holder has an active and lively Christian faith, and is able to sign our statement of faith (available on our website: christchurchmayfair.org/our-beliefs).
2. The Job Title is Head of Operations.
3. The role is 40 hours per week, excluding breaks (1 hour each day for lunch), working Monday to Friday and at least one service on Sunday. Attendance at meetings outside office hours will be required – time off in lieu can be claimed.
4. The role will be based at CCM's church office, at 7 Down Street, London, W1J 7AJ.
5. For the right candidate, we can offer flexibility around working hours and the possibility of some distance working.
6. You will be enrolled in a Group Flexible Retirement pension scheme with Standard Life.
7. Salary is negotiable dependent on experience, but is in the range of £45,000 to £55,000.
8. You are entitled to 36 days holiday, plus all statutory public holidays, per year.
9. The notice period is three months and there will be a three month probationary period.
10. The role reports to the Vicar and is reviewed annually.
11. The appointment will be subject to satisfactory completion of the safer recruitment process recommended by the Diocese of London.
12. You will be expected to become (if not already) a praying, serving and giving member of CCM.

To apply: please send a CV and covering letter to sharon@christchurchmayfair.org.

Closing date: 31 October 2022.

Note: *this job description is intended as a guide to the post and is not an exhaustive list of duties and responsibilities. The post holder may be required to undertake other duties appropriate to their role, which are not yet listed, at the discretion of the Vicar, Churchwardens and the PCC. This job description is subject to amendment and may be changed from time to time after consultation with the post holder.*