

HEAD OF OPERATIONS

REPORTING TO: TBD, depending on experience

WORKING HOURS: Monday to Friday, 35 hours per week

SALARY: Dependent on experience

SAINT is a fast-growing and diverse church meeting across multiple East London locations, with a vision to bring Hope to the People of East London. SAINT is part of the Church of England.

To support the vision, we are recruiting a 'Head of Operations' to oversee the day-to-day management of operations across SAINT, including the development of robust systems and processes to ensure the effective running of all SAINT activity, and to enable the church to realise its strategic aims. The Head of Operations will work with Senior SAINT Staff, including the Rector, Chief of Staff, Chief Strategy Officer, and Head of Finance to run all aspects of the organisation, and will build an effective team of specialist staff to assist with this.

Responsibilities include operational oversight of the following areas:

- All Operations
- Buildings & Estates
- Systems & Processes
- HR, Legal, Governance & Safeguarding
- Calendar & Scheduling
- Commercial & Hires
- Communications & Media

Specifically, responsibilities in each area will include:

BUILDINGS & ESTATES

- Day-to-day management of all SAINT property, including church buildings, community spaces & parish & Clergy housing, covering repairs & maintenance (regular & irregular), health & safety, procurement (including utilities, cleaning & contractor management) and contracts and tenancies
- Day-to-day management of SAINT outdoor spaces, namely churchyards, including car parking, use of outdoor spaces and the Garden Project

- Overall responsibility for the Health & Safety of SAINT property and premises, ensuring legal compliance, robust policies, and good working practices
- Oversight and responsibility for capital expenditure with respect to buildings & property, including strategic building projects, quinquennial inspections, & faculty & planning processes.
- Oversight of housekeeping & cleanliness across SAINT locations, including verging for events & Sunday services & storage
- Line Management of senior facilities staff
- Operational oversight of the St John's Housing Trust, and all of its activity

SYSTEMS & PROCESSES

- Operational oversight of SAINT IT processes and equipment, data management, and GDPR compliance
- Development & maintenance of correct policies for SAINT entities, covering environmental policies, equality & diversity, accessibility, compliance & health & safety among other things
- Oversight of all SAINT procurement, including but not limited to consumables, contracts and contractors
- Oversight of SAINT Intranet and staff information
- Ensuring good working practices for SAINT staff, and adherence to these
- Oversight of organisational architecture and the org chart, ensuring this is correctly maintained and communicated
- Oversight of risk management and maintenance of the SAINT risk register
- Responsibility for the correct gathering of statistics and data on SAINT activity, the maintenance of accurate and effective records, and the communication of these to staff and external stakeholders
- Provision of proactive, responsive, efficient and effective administrative and CRM services to support the pastoral life of the church
- Support for strategic fundraising projects & project management

HR, LEGAL, GOVERNANCE & SAFEGUARDING

- Overseeing the development and integration of internal governance documents, liaison with Churchwardens & trustees, and ensuring compliance and alignment with Church of England policies and practices relating to Governance
- Overall responsibility for SAINT HR, including HR Administration, leader development & coaching, staff training, appraisals, hiring, headhunting

& recruitment processes (including clergy & pastoral staff), and staff discipline

- Overall responsibility for Safeguarding at SAINT, including oversight of PSO's, staff & volunteer training, maintenance of correct policies and procedures, and liaison with the Church of England
- Where necessary, responsibility for legal policies, procedures and documentation
- Line management of HR Manager/Administrator

COMMERCIAL & HIRES

- Operational oversight of Hackney Church Experiences Limited and all of its activity, including live music & events, corporate and community hires.
- Working with HCEL and Senior SAINT staff to ensure buildings are used to maximise income for the benefit of the church, and in line with the SAINT ethos policy
- Operational oversight of all the commercial activities of all SAINT entities
- Line Management of the Experiences Director

CALENDAR & SCHEDULING

- Working with the Chief of Staff, location leads and others, overall responsibility for the correct functioning of the calendar, the shape of the year and the integration of calendars for church locations, HCEL and wider national and church events.

COMMUNICATIONS & MEDIA

- Working with and overseen by the Chief of Staff, responsibility for SAINT Media, Communications and digital platforms, including messaging, website and social media
- Working with the Chief of Staff, responsibility for interaction with the press, and SAINT reputation management
- Communications, internal & external: Responsibility for SAINT communications, internal & external, including press, stakeholder engagement, marketing & communications to the church
- Branding & Creative: Overall responsibility for the correct execution and implementation of the SAINT brand across locations, HCEL & online, including printed media, video media, social media, website & YouTube

The successful candidate will be able to demonstrate a range of qualities and experience, including:

- Proven experience in a similar high-level, operational role, in a business, church or charity context
- A good working knowledge of the Church of England, and its practices, principles and structures
- Proven experience managing large teams, recruiting and retaining staff, and HR management
- Experience of charity governance, law, and policies and practices
- Excellent organisational and interpersonal skills
- Impeccable written English
- Must be comfortable working in an active church environment and be part of the worshipping community