

## Operations Manager Role Description October 2021

### **Context:**

Welcome Churches' vision is for every refugee to be welcomed by the local church. We do this by equipping and resourcing churches to welcome refugees and asylum seekers to their local community and by profiling them on our national Welcome Network. In 2021 so far our Welcome Network of refugee-welcoming churches has grown to over 600 churches across the UK and this number is increasing every month. Most recently we have been responding to the urgent need to help welcome newly-arrived Afghans to the UK, since the collapse of the Afghan government in August. At the end of September we had connected around 2500 Afghans with their local church and provided training to over 400 individuals from local churches to be ready to welcome them. We have helped to establish the 'Afghan Welcome' response across different organisations which you can find out more about at [afghanwelcome.org](http://afghanwelcome.org).

In addition to responding to urgent needs, we have a number of projects which churches can run. We provide a variety of training and resources to churches to support, disciple and include refugees in all aspects of church life. Our Welcome Boxes project provides a way for churches to proactively welcome newly-arrived refugees and asylum seekers in their location. We train Coordinators and volunteer Welcomers from the church to visit those newly arriving, welcome them with a Welcome Box and continue to welcome the family or individual over a period of 3 months, introducing them to others in the church community and wider community. Another of our newer projects, Welcome Holidays, provides an opportunity for refugees to enjoy a short break somewhere new in the UK, hosted by a church who generously provides hospitality and some planned days of holiday.

### **Purpose:**

We are at a pivotal moment as a charity as demand for our work is growing exponentially. We are seeking to provide consistent and high quality support to churches in our Welcome Network, focusing initially on churches in areas with high numbers of asylum seekers and refugees. This role will ensure that the rest of the Welcome Churches team is equipped with the tools they need to ensure that we continue to support and equip churches, delivering Welcome Churches training to churches and engaging with churches not yet in our Welcome Network.

The Operations Manager will be based in Derby. This role is a full time role of 37.5 hours a week with a starting salary of £27,000. They will join the Senior Management Team and will be directly accountable to one of our Joint CEOs through regular supervisions. This ensures accountability in the role and identifies any training and support needs they may have. The Operations Manager will also be responsible for line managing the Finance Officer.

Applicants are required to have an active Christian faith and be passionate about the UK Church welcoming refugees into the church community. Applicants from a refugee background are strongly encouraged to apply.

**Role:****Leadership**

- Be part of the senior management team, providing Christian leadership within the organisation and implementing the charity's Christian ethos and values
- Promote the company's culture, vision and mission to the rest of the Welcome Churches' team through its operations and procedures.
- Work with the Senior Management team to design Welcome Churches' operational strategy including 1, 3 and 5 years plans to deliver our vision and goals and achieve sustainable growth.
- Collaborate with the CEOs in establishing initiatives to expand the organisation's range of services and markets.
- Work with the CEOs to create and implement rapidly growing operational budgets. Support the CEOs regarding high-level initiatives and decision-making.

**Finance**

- Develop and implement annual, 3 and 5 year budget forecasts to grow the impact and effectiveness of the organisation.
- Control company budget and costs; implement practices that work to prevent financial losses.
- Assist the Finance Officer with financial projections and financial analysis of existing programs and policies
- Line manage the Finance Officer: providing regular coaching, supervision, monitoring and appraisals.
- Work with the Finance Officer to ensure our Management Accounts and payments are up to date. Ensure our end of year accounts are completed in a timely manner.

**Policies and procedures**

- Keep updated on relevant charity legislation in the UK and keep our policies up to date.
- Act as the Data Protection Officer for Welcome Churches overseeing and understanding the relevant charity, fundraising, Freedom of Information, and Data Protection legislation.
- Ensure our partnerships and agreements with churches and other organisations are robust, particularly in regards to our statement of faith, data protection policy and safeguarding policy.

**Website and systems oversight and development**

- Ensure the smooth running of our online network portals (network.welcomechurches.org and ukhk.org), managing the relationship with the web developer, identifying the development needs and planning them in a timely way
- Oversee the management of all our websites: welcomechurches.org, welcomeboxes.org, afghanwelcome.org, ukhk.org and network.welcomechurches.org, working with the Communications Officer.
- Work with the Refugee Integration Officer to ensure that the Welcome Network is accessible to refugees and asylum seekers
- Ensure that all online training resources and support hubs are updated and that they are being accessed by churches in our network.
- Oversee use of all computer and CRM systems - particularly GSuite and Salesforce.
- Ensure smooth data integration from CRM system to all our and other external sites such as Mailchimp, Eventbrite, CAF Donate

**Performance**

- To oversee the charity Key Performance Indicators, providing regular reports and updates to the Joint CEOs and trustees on our impact and whether targets have been met
- Prepare accurate performance reports (KPI and other indicators) for trustees on a quarterly and annual basis
- Assess and implement new tools and practices to improve employee and organisational efficiency
- Oversee the company's day-to-day operations and delivery of our annual operating plan.
- Develop and oversee the organisation's salary structure as we grow.

**Team/ HR**

- Assist CEO in maintaining effective recruiting, and retention of employees ensuring we have the right team to deliver our vision and strategy
- Oversee HR development to ensure staff have the skills for their role and are being developed professionally
- Oversee team productivity, ensuring employees are fruitful and successful in their role
- Help to establish policies that reinforce our Christian values and specific culture
- Build employee alignment with Welcome Churches goals
- Establish policies that reinforce company culture

**Other**

- Being actively involved in rhythms of prayer with churches, supporters and the Welcome Churches team.

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- Represent Welcome Churches at key Christian conferences and exhibitions throughout the year
- Clearly demonstrate a passion for the work of Welcome Churches

### Qualifications and experience

We are looking for an exceptional candidate who can demonstrate the following qualifications, experience and skills. Please make sure you evidence each of these areas in your application.

#### Essential:

- An active Christian faith, being able to give verbal assent to Welcome Churches' statement of faith and show experience of being an active member of a local church community.
- Understanding of how different churches operate and engage within their denominations and church affiliations in the UK.
- Project management skills with the ability to drive innovation, change and growth. Flexible, calm and able to demonstrate initiative, problem-solve and work well under pressure.
- Financial skills - be able to create and implement organisations budgets to a professional standard.
- High level use of spreadsheets.
- A passionate, self-starter with the ability to work independently. Well organised and able to manage and prioritise workloads.
- Ambitious, focused and able to work in collaboration with others to achieve shared goals .
- Experience in working with a web developer to design and develop a website.
- An understanding of legislation relevant to the charity's operations. This includes (but isn't limited to) data protection, safeguarding and health and safety.
- A high level of IT proficiency, being able to provide advice to other team members on IT issues.

#### Desirable:

- Degree level qualification.
- Experience working in a multicultural team.
- Experience of using Salesforce and GSuite systems.
- Up to date with new technologies and innovations relevant to this role.
- Actively involved in welcoming and supporting refugees and people seeking asylum in the UK with up-to-date knowledge on their needs and experiences.
- Ability to inspire individuals and churches to partner with Welcome Churches.
- Experience in writing and implementing policies.

*In order to apply for this position, please submit a 2-page cover letter and CV to [emily.holden@welcomechurches.org](mailto:emily.holden@welcomechurches.org) by 9am on Monday 25th October. Interviews will be conducted face to face in Derby in the week commencing 8th November.*