

JOB DESCRIPTION

Operations Manager

Purpose
To oversee and develop the Operational functions of Heart Church in order to advance organisational effectiveness for the ongoing delivery of the Heart Church vision.
Key Tasks and Responsibilities
<ol style="list-style-type: none"> 1. Be an ambassador of Heart Church and ensure that all areas under operational oversight align with our vision and culture, with particular emphasis on areas that are public-facing 2. Develop Heart Church's systems to continually improve organisational effectiveness and support our ministries and various change processes 3. Oversee partnerships with external Sunday venues, managing contracts and event requirements 4. Chair the Logistics Team and plan the logistical requirements for Sundays at all venues 5. Oversee the recording and presentation of various metrics and data, to track growth and evaluate the health of the church 6. Oversee the breadth of the HR function including all staffing matters, appraisals and job descriptions 7. Oversee Health & Safety which includes supervising the Maintenance Manager on H&S tasks and maintaining the Staff H&S Handbook 8. Organise staff training for First Aiders, Fire Wardens, IOSH, performance appraisals, line managers, etc 9. Line manage the Operations staff and ensure that reception is a welcoming and helpful point of contact for all incoming communication 10. Oversee and develop Heart Church policies and procedures in relation to HR, H&S and Operations 11. Maintain and manage the Heart Church van 12. Oversee the buildings in relation to legionella, fire alarm system and equipment, LOLER testing, PAT testing, security, furniture, H&S, etc 13. Manage the Sponsor License and City Council requirements 14. Work as part of Heart Church staff team and assist with other activities as required
Financial or Other Authorities
Responsible for the HR, Health & Safety and Admin budgets
Reporting Line
Report to Head of Operations

August 2025