



Operations Manager Job Description and Person Specification

We exist to serve churches that want to either transition from more traditional models of church to ones where integrated mission and discipleship are front and centre; or churches and leaders who have made the transition and want to continue learning and strategizing together for local, regional and national breakthrough.

Role: Operations Manager

Salary: £20,000 pa (depending on experience)

Contract Type: Permanent (after 3-month probation period)

Terms: Terms and conditions detailed in Contract of Employment

Hours: Full time (37.5 hours per week)

Location: Frontline Church, Wavertree, Liverpool, L15 0FH

Deadline: 22nd July 2016, 5 pm

Interviews commence: 1st August 2016

The successful candidate will be responsible for managing the charity's day-to-day finances and operating systems, as well as dealing with all general administration, business development and human resources.

The post requires someone who is exceptionally well organised and efficient, is used to dealing with a diverse workload, has strong numeracy and literacy skills and excellent communications skills. The ideal candidate will have a minimum of three years' experience in a general office environment, experience of planning and managing budgets and a strong commitment to equal opportunities and developing the business and its goals. You will also be required to provide personalised secretarial and administrative support to the director of the company. You will work on a one-to-one basis on a variety of tasks related to manager's working life and communication. The individual will be committed to the [vision, mission and values of Kairos Connexion](#).

To apply, please send your CV and covering letter explaining how you meet the requirements to emilykaratay@frontline.org.uk

Job description:

Finance:

- Work closely with the Director and accountant to monitor income, expenditure and cash flow and update the organisation's budget accordingly, as per financial management system in place.
- Record incoming financial resources, process all invoices and expense claims and raise invoices as required.
- Work with the Director, delivery team and Board of Trustees to set the annual budget and to draft project budgets for funders.
- Assist colleagues with the management of project budgets and end of grant financial reporting.
- Assist the Director and accountant with retrieval and elaboration of financial records, as required.
- Maintain the petty cash and ensure accurate recording of all petty cash expenditure.

Administration:

- Act as the central point of contact for telephone, email and postal enquiries
- Provide IT systems support to staff, undertake IT troubleshooting and liaise with our external IT consultant to ensure the good maintenance and operation of the IT network and website.
- Meeting and event administration (setting meeting dates, collating and issuing agendas and papers, arranging venues and catering, taking minutes).
- Ensure that all filing, both paper and electronic, complies with our data protection guidelines.
- Provide the day-to-day administration for the office (drafting letters, ordering all offices supplies.)
- Maintain Kairos Connexion contacts and CRM databases.
- Liaise with the Director and delivery team.
- Coordinate recruitment processes for staff and volunteer posts.
- Coordinate induction processes for new staff and volunteers, keeping the Induction Manual up to date, and acquainting each new member with their work setting and the standard policies and procedures with which they must comply.
- Maintain records of all staff annual leave, TOIL, other absences from the office, sickness leave and lateness.
- Oversee the work of volunteers.
- Help ensure Kairos Connexion complies with the legal obligations of charities and small employers.

Also providing personal assistance to the director which will include:

- Act as the point of contact between the Director and internal/external contacts
- Screen and direct phone calls and distribute correspondence
- Handle requests and queries appropriately
- Manage diary and schedule meetings and appointments
- Make travel arrangements
- Take dictation and minutes
- Source office supplies
- Produce reports, presentations and briefs
- Devise and maintain office filing system

Communications:

- Oversee and work closely with communications team to develop and implement communications strategy
- Prepare quarterly communications and reports for the trustees

Please note, this is not an exhaustive list of the tasks and responsibilities to be fulfilled by the role.

Person Specification

Required:

A minimum of three years' experience in a general office environment.

Exceptional organisation, planning and administration skills.

Highly computer literate: confident and proficient with Word, Excel, PowerPoint, Outlook, internet and data entry.

Self-motivated, punctual, reliable, able to maintain confidentiality.

Excellent written and spoken (face to face and phone) communication skills.

Excellent numeracy skills.

Ability to show initiative in developing the role and to work with minimal supervision.

Ability to work flexibly in a small team, building strong day-to-day relationships with colleagues.

Able to manage a varied workload, balancing scheduled tasks with requests for assistance from the team, which may have short deadlines.

Commitment to equal opportunities policies and practices, and the promotion of equalities.

Desirable:

Experience in managing events and conferences.

Experience of planning and managing budgets.

Experience of updating websites and/or managing e-newsletters.

Understanding of legal obligations of charities and small employers.

Knowledge of the charity/voluntary sector.

Experience of managing volunteers.