

Operations Director

Job Description

The Forge's mission is to help people find and follow Jesus. Our vision is to be a church community that unchurched people love to be part of.

Title	Operations Director
Reports to¹	Senior Leader
Responsible for	Church Administrator
Job Purpose	The Operations Director will provide strategic and hands-on leadership to ensure the Forge's daily activities run smoothly, compliantly, and sustainably, thereby freeing up ministry leaders to focus on delivery.
Job Location	Debenham Sports & Leisure Centre, and your home.
Key Responsibilities	<u>Specific to this role:</u> Logistics - To ensure the practicalities of the Forge's Sunday services run smoothly, freeing up ministry leaders to focus on delivery of content. Key elements of this include: (a) Unlocking the building and handing it back in the agreed manner and condition. (b) Set-up and pack-down of all environments. (c) Hospitality and refreshments (d) Welcome, connecting and Info Point (e) Team rotas (f) Being the key point of contact for staff and volunteers. - Recruit, equip and inspire volunteer leaders ensuring they are clear on the purpose and delivery of their role. - Working closely with the Senior Leader, Creative Director and Next Gen Director, maintain the Sunday programming log and ensure events are planned, resourced and delivered. This includes special events such as baptisms, Easter and Christmas.

¹ See The Forge's current organisation chart to more fully understand where this role sits.

Finance

- To provide staff and directors with timely, accurate and meaningful financial information to support their decision-making, including monthly financial reports and variance analysis, annual budget and periodic forecasts.
- To ensure financial control and compliance with legal and statutory requirements.
- To ensure it's easy to give to The Forge and that we have a robust donor management process.
- To be the primary interface between the Finance Team and the staff.

HR

- To ensure staff are supported, equipped and managed well and in line with the law.
- To make sure line managers are aware of their responsibilities and are equipped to line-manage their staff.
- To oversee the recruitment and selection process for staff in line with the principles of Safer Recruitment and relevant legislation.
- To develop and maintain appropriate personnel policies.
- To be the primary interface between the People Team and the staff.

Risk

- To ensure the risks facing the church are identified and assessed for impact and likelihood, and that appropriate steps are taken to mitigate risks (e.g. insurance, training, risk assessments)
- To be the primary interface between the Compliance Team and the staff.

IT & Data Management

- To ensure the church has appropriate hardware and software to support its operations in a cost-effective manner.
- To manage the relationship and service level agreements with the church's IT provider.
- To ensure compliance with data protection and privacy legislation (e.g. GDPR).

Facilities Management

- To manage the hire of premises, establish and maintain a positive relationship with the owners of the premises, ensuring written agreements are in place, negotiating hire charges, and making sure that the owner and the Forge meet their obligations under such agreements.
- To manage Forge-owned property, including repairs and maintenance, utilities, and purchase and disposal of property.

All Leaders:

- *To shape and deliver the vision and strategy of the Forge.*
- *To develop productive, constructive relationships with other staff and volunteers to ensure clarity and collaboration.*
- *To prepare an annual budget and re-forecasts as required for your areas of oversight, and to manage within the agreed budget or re-forecast.*

All staff

- *To live out and communicate effectively the values and vision of The Forge, be proactive in resolving conflict, and pray regularly for the work of The Forge.*
- *In agreement with your line manager to undertake other responsibilities to develop and exercise your gifts.*