

Operations Director

Person Specification

1. TEAM PLAYER

First and foremost, we need a good team player. The writer Pat Lencioni describes three key characteristics of a team player: they are **humble, hungry** and (people-) **smart**. You can read more here: <https://files.tablegroup.com/wp-content/uploads/2020/12/14171138/Ideal-Team-Player-Model-and-Summary.pdf>

Of course, we want to appoint someone with the skills and experience for the role, but we will not appoint someone who cannot evidence that they are a team player.

2. VISION AND MISSION

The person appointed will be able to evidence that they are inspired by and committed to the Forge's **mission** to help people find and follow Jesus and its **vision** to be a church community that unchurched people love to be part of.

It is our practice as staff team to study and pray together. Consequently, the person appointed will be a practicing Christian and member of the Forge. You'll need to agree with our staff Code of Conduct and the church's Statement of Belief.

3. APPROACH AND VALUES

The person appointed will be able to provide evidence that they embrace the Forge's staff team values of openness, ambition, fun, teamwork and wholeheartedness. In addition, we are looking for someone who is passionate about the role, demonstrates integrity, bringing leadership but being willing to roll up their sleeves to get things done. We offer flexible working, but we require all staff to attend our weekly staff meeting on Monday morning and the Operations Director will be required to work Sunday mornings on site.

4. SKILLS

You will understand the importance of **each area of the role**, know when to seek specialist advice, and ensure the right systems and people are in place. In addition, you will demonstrate:

- **Strategic and operational leadership** — able to turn vision into practical plans, priorities, systems and delivery.
- **Financial literacy** — confident with budgets, reporting, forecasting, controls and financial performance.
- **Compliance and governance awareness** — understands safeguarding, charity governance, employment law, health and safety, data protection and risk management.

- **People leadership** — able to lead staff, work well with volunteers, manage relationships and build healthy team culture.
- **Project and change management** — able to improve systems, deliver projects, manage competing priorities and follow through.
- **Administrative excellence** — organised, reliable, detail-aware and able to create clear processes.
- **Problem-solving and decision-making** — calm under pressure, practical, wise and able to make sound judgements.
- **Communication skills** — clear, warm and professional with staff, volunteers, trustees, contractors and external partners.
- **IT and systems confidence** — able to use and improve digital tools, data, records and operational systems.
- **Hands-on flexibility** — willing to lead strategically but also “roll up their sleeves” when needed.

5. EXPERIENCE

You will:

- Have significant broad experience of senior operational leadership.
- Have successfully managed teams of staff and volunteers.
- Have worked with senior leaders and/or trustee boards, translating strategy into practical plans and reporting progress clearly.
- Have managed competing priorities well in a busy, people-focussed environment.
- Be educated to degree level or equivalent.
- Possess a full UK driving license
- Be eligible to work in the UK.

Preferably, you will also have experience of:

- Leadership in a church, charity or Christian organisation.
- Working with volunteers and understanding the dynamics of volunteer-led ministry or community work.
- Facilities, buildings or premises management.
- HR line management and recruitment experience.
- Using digital systems for finance, people management, planning, communication or administration.
- Relevant professional background in operations, finance, HR, charity management, project management, business management or similar.