

## **JOB DESCRIPTION**

<b>POST TITLE</b>	Operations Manager (Cambridge Campus)
<b>TEAM</b>	Cambridge Campus
<b>RESPONSIBLE TO</b>	Cambridge Campus Pastor
<b>RESPONSIBLE FOR</b>	One (1) staff working and staff volunteers within the Cambridge Campus Team.
<b>WORKING HOURS</b>	20 hours per week <ul style="list-style-type: none"><li>• 4 hours to be worked on a Sunday, every other week.</li><li>• Remaining hours to be worked on a Tuesday, Thursday and Friday</li><li>• Actual working hours to be agreed.</li></ul>
<b>SALARY</b>	£15,297 – £16,062 per annum based on 20 hours a week, dependent on experience. (Full Time Equivalent £30,595 - £32,124 per annum based on 40 hours a week)
<b>PLACE OF WORK</b>	Majority of hours to be work at Cambridge Campus Offices, however some home working could be considered.

### **JOB PURPOSE**

- Responsible for the logistical oversight of the Cambridge Campus by
  - Ensuring that the right systems and structures are in place to fulfil the vision.
  - Overseeing the day-to-day operations.
  - Working with and through staff and volunteers,
  - Enabling all staff volunteers, volunteer leaders and teams to thrive.

### **KEY ACTIVITY**

#### **WHOLE CAMPUS**

1. Work with the Campus Pastor and Lead Team to outwork the vision and strategy for the Campus.
2. Work with the Campus Pastor to oversee the Campus calendar and overall budget.
3. Work with the Campus Pastor to manage budget requests and claims
4. Assist the Campus Pastor in any appropriate external and internal communication.

## **STAFF AND STAFF VOLUNTEERS**

5. In liaison with the Campus Pastor, plan and run weekly staff meetings and extra meetings where appropriate.
6. Line manage the Connect and Pastoral Administrator, to include monthly 1:1's and annual performance appraisals.
7. Oversee a team of staff volunteers. Along with the Connect and Pastoral Administrator, recruit, train and develop the team; effectively managing and allocating tasks.
8. Supported by the Connect and Pastoral Administrator and staff volunteers, oversee connections for new people, salvation responses and life group, course and team applications.

## **SUNDAY TEAMS AND LOGISTICS**

9. In liaison with the Campus Pastor and Central Connect Team and working with the Connect and Pastoral Administrator and volunteers, ensure the excellent running of weekend services. To include:
  - a. Development and support of all volunteer Team Leaders
  - b. Assisting Team Leaders in building their teams, setting strong team culture and using Planning Center Online to manage volunteer team rotas and communication.
  - c. Planning and ensuring the smooth running of all weekend services (current Sunday 10am and any future services that may occur). This includes special services eg Easter, Christmas and other celebrations.
  - d. Be present on Sundays in a serving capacity 2 Sundays out of 4, in order to develop and support a team of Service Coordinators
  - e. Ensure all resources and media required are available for a Sunday.
  - f. Ensure that the lease vehicle is appropriately maintained.

## **EVENTS AND COURSES**

10. In liaison with the Campus Pastor and Central Pastoral Team, and working with the Connect and Pastoral Administrator and volunteers, ensure the effective planning and outworking of all courses, events, meetings and general training for the campus.

## **COMMUNICATIONS OVERSIGHT**

11. Oversee external communications for the campus, ensuring that any incoming phone calls and emails are dealt with promptly and appropriately. Ensure that all communications from the Cambridge Campus are in line with the policies and procedures of KingsGate.

## **OFFICE MANAGEMENT**

12. Oversee the effective management of the Cambridge office, including communications with Property Management Company, Health and Safety and First Aid.
13. Support the Campus Pastor in ensuring safeguarding policy and procedures are applied within the Cambridge Campus, ensuring all staff and volunteers have received appropriate safeguarding training and if carrying out regulated activities have a current DBS.

14. Take the lead on liaising with central support services for all matters relating to the effective administration of the campus, in line with KingsGate policies and procedures.
15. Liaise with others, including those at KingsGate central support, to ensure the efficient management of the office IT systems.

### **EXTERNAL BOOKINGS**

16. Ensure the effective booking and managing of any contracts in relation to the hire of facilities, including West Road Concert Hall.
- 17. Support your manager in setting and managing the overall budget for the Cambridge Campus.**
- 18. Support your manager in performance management of the Cambridge Campus Team.**
- 19. Be an effective internal and external ambassador for KingsGate, promoting the organisation's vision and values, positive corporate reputation through active partnership with other relevant stakeholders.**
- 20. Positively manage your own personal development to make sure you maintain the technical and professional competence required to effectively perform your role and meet the standards of the organisation.**
- 21. Positively manage the training and development of those you responsible for within the Cambridge Campus staff and volunteer team to make sure they maintain technical and professional competence and meet the standards required by the organisation.**
- 22. Promote positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.**
- 23. Demonstrate a commitment to Safeguarding by reading, understanding, and personally applying the safeguarding policy and procedures, undertaking basic safeguarding training, and ensuring any incident is reported immediately.**
- 24. Ensure Safeguarding policy and procedures are applied within the Cambridge Campus, ensuring all staff and volunteers have received appropriate safeguarding training and if carrying out regulated activities have a current DBS**
- 25. Identify, assess, and manage potential risks involved in work activities and processes.**
- 26. Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which are sensitive and could be damaging to the organisation's reputation or business.**

- 27. Record and use information in accordance with KingsGate procedures and legal requirements i.e., Data Protection.**
- 28. Make sure health and safety requirements are met within the Team.**
- 29. Respect the vision and values of KingsGate.**
- 30. Perform any other tasks that may arise from time to time which are appropriate to this level of post.**

All Managers at KingsGate have the activities shown in bold included within their job description.

**This job description was reviewed by the Cambridge Campus Pastor in June 2024.**