

Head of Operations and Building Management

Job Title:

Head of Operations and Building Management

Reports to:

Exec Pastor (Operations and Management Support)

Responsible for:

Three (3) direct reports and casual facilities staff

Hours:

40 hours a week

Monday – Friday 8.30am – 5.00pm (1/2 hour unpaid lunchbreak each day)

Salary:

£44,029 per annum

Location:

KingsGate Peterborough (some hybrid working would be available)

Role Overview:

The Head of Operations and Building Management will provide strategic and operational leadership to key support functions including Facilities Management, Health & Safety compliance, Fire Safety and the KingsGate Conferencing business. The Head of Operations and Building Management will ensure the smooth operation and maintenance of the KingsGate buildings.

Key Responsibilities:**Leadership and Management:**

- Provide day-to-day leadership and oversight of the Facilities Supervisor and Security guard, ensuring high standards of service, safety, and presentation across the building.
- Line Manage the Business Development Manager and support the Conferencing Team to grow and deliver a high-quality conferencing business.

Facilities Management

- Manage the upkeep and maintenance of the church building, including repairs, and general maintenance tasks. Coordinate with external contractors for larger projects and ensure work is completed to a high standard, ensuring KingsGate building and grounds are well-maintained, safe, and welcoming for all users.
- Oversee planned preventative maintenance and reactive maintenance schedules, liaising with contractors and suppliers as needed.
- Manage facilities budgets and procurement in line with financial policies.
- Ensure the security of the KingsGate building, including line management of the Security Guard and responsibility for the management of the CCTV system.
- Working with the Facilities Supervisor to ensure the cleanliness of the KingsGate building.
- Responsible for the upkeep and maintenance of the car park and grounds.
- Oversee the volunteer Ground Maintenance team

Building Development:

- Assist in the project management of KingsGate building development by being part of a project management team, as required.

Conferencing Operations

- Through the oversight of the Business Development Manager and the Conferencing Team, ensure the smooth running of the conferencing business to a high standard.
- Support the development and implementation of strategies to grow and develop the conferencing business.

Health & Safety (Multisite)

- Responsible Officer for Health & Safety, ensuring compliance with all relevant legislation and best practice.
- Work in partnership with external H&S advisors (to be identified) to maintain up-to-date policies, risk assessments, and training.
- Ensure cross departmental compliance, consistency and implementation of risks assessments carried out by Heads of Departments for all campuses and activities, providing support, oversight and sign off.
- Provide training in relevant health and safety areas to staff and volunteers as needed.
- Promote a culture of safety and wellbeing across all teams and activities.

Fire Safety Management (Multisite)

- Responsible for reviewing, implementing and monitoring adherence to Fire Safety policies and procedures across all KingsGate campuses

- Oversee fire safety procedures for all campuses
- Oversee the maintenance of fire alarms, extinguishers, and emergency exits in the Peterborough building.
- Ensure regular fire drills are undertaken and staff and volunteers are trained in fire safety protocols.
- Carry out regular fire risk assessments and implement any action.

Emergency Response:

- With the support of the Business Development Manager, develop and implement emergency response plans for the church building. Ensure staff and volunteers are prepared to handle emergencies effectively.
- With the support of the Business Development Manager, oversee the implementation of the Terrorism (Protection of Premises) Act 2025 requirements.

Compliance Oversight:

- Act as the designated Responsible Person for all areas of compliance regulations related to the KingsGate building.

6. General

- Oversee and be responsible for capital and revenue budgets for the various departments within the area making sure that resources and risks are well managed and deployed to best effect and provide value for money.
- Through personal example, open commitment and clear action, provide effective leadership and strong performance management of the area.
- 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.
- 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.
- Positively manage the training and development of the staff and volunteers in the various departments within the area to make sure they maintain technical and professional competence and meet the standards required by the organisation.
- Promote positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.
- Demonstrate a commitment to Safeguarding by reading, understanding and personally applying the safeguarding policy and procedures, undertaking appropriate level safeguarding training and ensuring any incident is reported immediately.

- Responsible and accountable for Safeguarding within your area; ensuring Safeguarding policy and procedures are applied and ensuring all staff and volunteers have received appropriate level safeguarding training and if carrying out regulated activities have a current DBS
- Ensure appropriate processes are in place to identify, assess and manage potential risks involved in work activities and processes within the area.
- 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.
- Record and use information in accordance with KingsGate procedures and legal requirements for example, Data Protection, Human Rights Act.
- Make sure that health and safety requirements are met within the area.
- Respect the vision and values of KingsGate.

Perform any other tasks that may arise from time to time which are appropriate to this level of post

Key Skills and Competencies:

- **Leadership & Team Management:** Proven ability to lead, motivate, and develop diverse teams across multiple operational areas.
- **Operational Oversight:** Strong experience in managing day-to-day operations, ensuring smooth delivery of services and high standards across facilities, events, and support functions.
- **Business Acumen:** Ability to manage budgets, monitor financial performance, and contribute to business development.
- **Facilities Management:** Practical understanding of building maintenance, security, and contractor management, with a proactive approach to upkeep and presentation.
- **Health & Safety Expertise:** Sound knowledge of H&S legislation and best practice, with experience in implementing and monitoring compliance frameworks, including fire safety and emergency planning.
- **Strategic Thinking:** Capable of contributing to long-term planning and aligning operational delivery with organisational vision and values.
- **Communication & Relationship Building:** Excellent interpersonal and communication skills, with the ability to build trust and collaborate effectively with staff, volunteers, clients, and external partners.

- **Problem Solving:** Calm and solution-focused under pressure, with strong decision-making and troubleshooting abilities.

Person Specification:

- A committed Christian who is passionate about supporting the church's mission and values.
- Relevant degree or equivalent experience in operations, facilities, or business management.
- Proven experience in a senior operational or general management role.
- Strong leadership and people management skills.
- Practical experience of health & safety legislation and best practice, including fire safety and risk management.
- Excellent organisational, communication, and interpersonal skills.

Desirable:

- Health & Safety qualification (e.g. IOSH, NEBOSH).

How to Apply:

Interested candidates should complete the application form and send to hadministrator@kingsgate.church by **xx**.