

# Role Profile

## Director of Operations

### **Role**

The Director of Operations will be a member of the Executive Team and serves as the Operational leader of Renewal Christian Centre. In partnership with the Elders and Trustees they are responsible for the business development of Renewal, and the efficient operational running of all aspects of the church and organisation. The Director of Operations will be responsible for Renewal's relevance to the community, site and facilities oversight, and achieving the Mission, Values and Vision in these regards. They will also act as our accountability as Company Secretary to the Charity Commission.

The Director of Ops will have delegated responsibility for operational management and day to day activities, with the authority to carry out these responsibilities, in accordance with the direction, policies and approval thresholds established by both the Senior Pastor and the Trustees.

### **Key Responsibilities**

#### **Legal Compliance**

- Assures the filing of all legal and regulatory documents and monitors compliance with relevant laws and regulations
- Acts as the Company secretary, attending Trustees meetings to provide monthly reporting

#### **Vision, Policy and Planning**

- Helps determine short term and long-term goals in line with Renewal's mission, values, vision, and ensuring these maintain and develop the business and spiritual culture
- Ensure that the vision of Renewal is implemented and supported across all locations
- Helps monitor relevancy to the Community, our effectiveness and our results

- Keeps the Elders and Trustees fully informed on the status of Renewal, and the important factors influencing it
- Identifies problems and opportunities, and addresses them; brings those that are appropriate to the appropriate forums for discussion and/ or decision
- Informs the Elders and Trustees about trends, issues, and activities to facilitate policy making
- Keeps informed of developments of governance, fund raising and gift aid matters

### **Management and Administration**

- Manages the day to day operations assuring a smoothly functioning, efficient organisation
- Assures organisational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation
- Assures a work environment that recruits, retains, and supports quality staff and volunteers. Ensures a robust process for recruitment and selection, development, motivating and evaluating staff and volunteers including annual appraisals
- Give Christian instruction and insight to staff members when required.
- Sees that the appropriate salary structures are developed and maintained
- Line Management of Managers, maintaining Operational team standards
- Oversees Conference Centre activities
- Holds overall strategic responsibility for site development and maintenance
- Be responsible for all contracts of service and equipment provision and manage

### **Governance**

- Works with the Elders and Trustees to fulfil their governance functions, and facilitates their optimum performance
- Focus on the long range strategic aims for Renewal
- Manages the Trustee Risk Management profile to assure timely attention to core issues
- Attends sub committees wherever required

## **Finance**

- Promotes programmes and services that are produced in a cost-effective manner, whilst maintaining an acceptable level of quality
- Works with the Finance Manager on the fiscal activities of the organisation including budgeting, reporting and audit
- Works with Trustees and the Finance Committee to ensure financing available to support short and long-term goals
- Works with a fundraising team, to help design, implement and monitor a viable fundraising plan, policies and procedures
- Generates reports for quality decision making

## **Commercial development**

- Takes oversight of the commercial development of the church including all conferences and events
- Monitors the integration of Renewal into the fabric for the community through the Family Centres as the key leverage, supported by effective marketing and communications tools
- Works with the Family Centre Manager in developing and maintaining co-operative relationships with key stakeholders. Working with legislators, regulatory agencies, volunteers and other representatives of the not for profit section to promote legislative and regulatory policies that encourage a healthy community

## **Notes on role**

This is a high profile, high pressure position, based on taking full responsibility for Renewal operations. The position handles detailed complex concepts and problems, balances multiple tasks simultaneously, and must make immediate decisions regarding administrative issues.

The director must be an empowering leader, one that can work as part of a team, bringing transformation to areas of the church and be able to think bigger into the long term.

Planning and implementing programmes are key. Establishing strong and appropriate relationships with Senior Pastor, Elders and Trustees, Executive

team, employees, volunteers, Church Partners, Church attendees, external agencies, etc.

Plan and meets deadlines. They maintain a flexible work schedule to meet the deadlines of Senior Pastor, Elders and Trustees.

Hours worked may be outside regular working times, and do include Sunday as a working day, with another day in the week considered a day off.

Conveys a professional, positive image and attitude regarding Renewal. Demonstrates commitment to continued professional growth and development.

## **Requirements of the role**

The successful candidate will demonstrate critical competencies in four broad areas:

- Commitment to Results
- Business Savvy
- Leading and implementing Operations
- Developing leaders

## **Other key requirements of the role**

- Experience of operating at a Senior Management Level
- Experience of Line Management/ Managing a Team
- Educated to Bachelor's Degree level or equivalent
- Some knowledge of HR, Finance, Planning, Evaluation and/or Governance preferred
- Managing senior level stakeholders or customers
- Support church operations at Solihull, including the requirement to work on a Sunday
- To travel to other Renewal sites as needed
- Full commitment to Renewal and our Mission, Values and Vision, and embody the culture

- To carry out any other reasonable duties as requested by Senior Pastor, Elders or Trustees
- Excellent organisational and time management skills
- Attention to detail
- Report writing
- Discretion and confidentiality
- IT skills
- Ability to work under own initiative
- Ability to work under pressure and to tight or changing deadlines
- Financial understanding (P & L, Cash flow, balance sheets)
- Understanding of Charity, Employment and Health and Safety Law

## **Special Note**

Should not be conflicted as outlined by Charity Commission guidance

## **Location**

Office based at Solihull

## **Role Reports to**

Senior Pastor

## **Direct Reports**

Conference Centre Manager, Family Centre Manager, Office Manager, Site Manager

## **Hours of work**

As required

### **Renewal Solihull**

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