



Job Description and Person Specification

Title: The Operations Pastor

Accountable to: The Senior Pastors

The Church: The C3 Church is a Christ-centred, cause-driven, community-focused multi-site church whose mission is to “reach and to shape a generation with the message and cause of Christ”.

The C3 Church has over 1000 worshippers on Sundays, 20 equivalent full-time staff team and an annual income of over £1,000,000.

The C3 Church is also passionate about creating a family-orientated environment where people feel valued, cared-for and where work is largely achieved through collaboration, mutual respect and loyalty to the cause. We are looking for people who are strongly inter-personal and who have a real heart to serve others.

The post holder will be part of the Lead Team who are responsible for setting the vision of C3, developing and monitoring the strategy to ensure its execution, and setting an example of unity, loyalty and integrity to the church.

This post requires strong leadership skills, a strategic mindset with a focus on executing the vision and a passion for developing people of influence to facilitate this.

Primary areas of responsibility:

The Operations Pastor will model and articulate the church’s values and vision in all areas of work, both within and outside of the church.

The primary role is to empower and enthuse the Operations and Centre Management teams, to ensure the organisational, staffing, including volunteers, and the financial processes of the church, across all locations, are sufficient and robust enough to effectively and efficiently deliver the church’s vision.

The role involves developing and reviewing the church’s processes, procedures and policies to ensure that they are compliant with all legal requirements expected of the church. Additionally, the role includes the oversight of the management and maintenance of the C3 Centre, including Coldhams Coffee.

These responsibilities will also involve providing a central support service to the global ministry teams in consultation of the Lead Team.

The Operations Pastor’s role is, strategic in nature, working with and through people, equipping and empowering them to fulfill their God-given destiny.

Key Relationships

Members of the Lead Team, the Operations Team, Age-Group Pastors, Ministry and Team Pastors, Centre Managers, Finance Team and Volunteers.

The Operations Pastor's Key Responsibilities:

Leading and managing the church's Operations:

This includes:

- Ensuring the Operations Team and volunteers are healthy, reflective of a spirit of excellence and passionate about providing the very best central support in order to see the church's vision fulfilled.
- Creating an atmosphere of faith that reflects the culture of C3, by providing collaborative support and care to operational staff and volunteers
- Leading and supporting the Operations Team and volunteers to ensure the effective and efficient running of the church's operation
- Line managing the Operations Team Leader to ensure the output of the team is efficient, timely and of high quality
- Convene and chair Operations staff meetings as required
- Manage and deliver projects as agreed within Lead Team
- Overseeing the development of effective systems and structures that proactively reflect changing organisational demands
- Oversight of the effective and efficient use of IT systems in order to meet the needs of the Church's expansive vision
- In conjunction with the Location Pastors, the coordination and planning of weddings, funerals, baptisms and dedications

Leading and Managing the C3 Centre

This includes:

- Empowering the C3 Centre Team and volunteers to ensure the efficient smooth running and maintenance of the Centre
- Line managing the Centre Manager to ensure excellence in service provision for both internal and external users
- Managing and supporting Coldhams Coffee Manager in effectively growing the ministry and delivering a service consistent with the church's vision and values

Personal Development

This includes:

Self-Development

- Promoting and modelling the values and vision of C3 in all areas of church life.
- Accepting personal responsibility for your own spiritual growth and development.
- Placing a high premium on the need for personal integrity and loyalty in managing people and resources.
- Giving generously to the church in time, treasure and talent.

Development of others

This includes:

- Providing pastoral care for the staff and ensuring they participate in church activities that are spiritually healthy.

- Cultivating a highly engaged staff who are growing in the passion, commitment and energy in their role
- Cultivating a sense of family, collaboration, trust and mutual cooperation amongst the staff.
- Working with staff reporting to you to set SMART goals and to conduct regular performance reviews and facilitate growth conversations with them
- Building, inspiring and training of teams, including the Operations Team, the Finance Team, the Centre Management Team, and volunteers, in relation to the values and goals of the church
- Continually looking for and inspiring potential influencers on their journey
- The provision of clear role descriptions for all team for whom you are responsible, and that there are clear role descriptions for their teams.
- To participate in the development and provision of the C3 Leadership Track and Academy

Facilitating Global ministries (ministries across all locations)

This includes:

- In cooperation with the Lead Team, the provision of the central services support to ensure the effective preparation and running of the global ministries
- Ensuring that financial and data systems, operational processes and procedures are supportive of all church locations including Church Online and the Bury location
- Promoting, encouraging and supporting staff training by coaching, modelling, mentoring and/or facilitating appropriate training

Personnel Responsibilities

This includes:

- Developing and reviewing the HR processes and church policies to ensure that they are in line with legal requirements and “best practice”, including recruitment, contracts of employment and job descriptions
- Managing the recruitment process of C3 by :
 - Participating in the short-listing and interviewing of applicants
 - Organising applicants’ feedback as appropriate
 - Overseeing the New Starter process
- Ensuring good staff morale. This includes an awareness of staff well-being and mental health as well ensuring staffs’ values are aligned to the culture of C3

Line management and Appraisals

This includes:

- Line-managing staff for whom you have responsibility, in line with the C3 appraisal policy, including monthly line-management meetings and the production of timely and accurate annual appraisals
- Reviewing your staff’s performance in conjunction with the Lead Team
- Promoting, encouraging and supporting the staff, for whom you have responsibility, by coaching, mentoring or facilitating appropriate training

Preparing and monitoring Church Budgets and Reports

This includes:

- In consultation with the Lead Team and Finance Team review and prepare annual budgets for the Board of Trustees
- The compilation of statistical reports in order to monitor the church’s operational and financial progress.
- Line-managing the Finance Team
- Reviewing and recommending salary scales to the Senior Pastors and the Board of Trustees

Communications

This includes:

- Working with the Creative Pastor and the Operations Team, to ensure communications, including marketing, social media and the C3 website are up to date and that church-wide communication is timely, accurate and presentable
- Being proactive in ensuring that church management systems are effective in order to meet the demands of a growing church
- Managing the collection and storage of data in compliance with the GDPR guidelines
- Populating and managing of the annual church calendar in discussion with the Lead Team

Trustee Meetings

This includes:

- Attending Trustees Meeting, preparing the Agenda and taking minutes
- Presenting issues as requested by the Senior Pastors/Trustees

Person Specification: The Operations Pastor

ROLE QUALIFICATIONS	
Character Attributes	Skills & Educational Requirements
<p>Faith: Relationship & commitment to Jesus Christ.</p> <p>Vision: Commitment to The C3 Church and its vision.</p> <p>Loyalty: Commitment and loyalty to the leadership of The C3 Church.</p> <p>Teamwork: Ability to work in a strongly collaborative and supportive team environment.</p> <p>Maturity: Spiritual maturity evidenced by a pleasant, caring, empathic, kind, forgiving, non-judgmental, but assertive manner.</p> <p>Passion: A passion for building healthy church and focused on the Great Commission.</p> <p>Community: Family-oriented, generous at heart and authentic. Inclusive, warm and strongly interpersonal.</p> <p>Influence: Spiritually potent, enthusiastic and contagious in spirit.</p> <p>Competency: Naturally gifted influencer, united and committed to the part they play.</p> <p>Achievement: Constantly looking to the future, focused on the Great Commission.</p> <p>Creativity: Visionary in nature and innovative in expression.</p> <p>Love: Lovers of God, people and life.</p>	<p>Education / Experience:</p> <ul style="list-style-type: none"> · Education: Qualifications in the areas of Theology or Christian Ministry are desirable. · Leadership Experience: Experience in leading, caring for and pastoring people is essential. <p>Skills / Role Attributes:</p> <ul style="list-style-type: none"> · Decision Quality: You are patient to collect information, humble to ask for opinions, and good at learning from the past to make good decisions. You are a good listener, value collaboration and sensitively encourage authenticity and mutual respect. · Strategic Mindset: You are not just focused on day to day activities but focussing on the strategy for tomorrow, you plan the best route to take. · Drives Vision & Purpose: In the changing times, you hold onto the vision and purpose, you tangibly demonstrate your commitment to it, and help others to “see” how their part contributes to the bigger picture. To develop trust and loyalty. · Problem Solving: You know how to define problems (without jumping to conclusions), analyse, collaborate, and act appropriately. · Managing Work & Establishing Priorities: You are good at establishing realistic but stretching goals for yourself and others. You equitably measure work. · Developing Others: You know our process for growth and is someone who prioritises your team members’ development. You know the value of strong interpersonal relationships · Motivates & Builds Effective Teams: You are good at building strong identity in your teams by understanding/learning people’s differences / skills and helping them to work towards common goals. · Conflict Management : You tackle difficult issues with optimism and confidence. You share sensitive messages or unpopular points of view in a motivating manner. You let people know where they stand, honestly and sensitively. · Instils Trust: You gain the confidence and trust of others easily. You honour commitments and keep confidences. You practice what you preach and model high standards of honesty and integrity.

