



Emmanuel Church, West Hampstead  
Lyncroft Gardens, London, NW6 1JU

Emmanuel Church is seeking to appoint an

# Operations Manager

16-20 hours/week across 4-5 days | £13/hour | From Jan 2024



Apply with CV and covering letter to Revd. Catriona Laing:  
[vicar@emmanuelnw6.com](mailto:vicar@emmanuelnw6.com)



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## Operations Manager Application Pack

**Emmanuel is looking to recruit for the key role of Operations Manager to work 16-20 hours per week, across four or five days (Monday to Friday) for £13/hour.**

### **What we are looking for**

We are looking for an individual who wants to contribute to a successful and thriving Parish Church. You will enjoy being organised, have excellent IT skills, with a welcoming and friendly manner. You will be joining a community that loves its church and is keen to develop its presence beyond the walls of the building. You should be highly motivated and be able to take initiative in helping to make Emmanuel a place that offers a welcome face to all those that come in to contact with the church. You will be a voice for people calling and visiting a busy building. You should also be effective in managing invoices and a busy church diary.

### **The Church and the Parish**

Emmanuel is a thriving parish which serves a diverse community in the heart of West Hampstead. Our congregation reflects the demographic of the area, with a large number of families as well as young professionals and retired people. We are an inclusive church in the liberal catholic tradition. We have an annual budget of around £120K. Alongside weekday services and church events, our church building is rented out most week days by a wide range of local organisations.

The Operations Manager does not need to be a member of the Church of England or a Christian, although they should they should have a positive view of the Christian faith and be in broad sympathy with the life of the Church.

### **Core Features of the Role**

- Administration connected with the effective running of the Parish.
- Coordinating and managing all bookings.
- Communication and publicity.
- General management of the Office.



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**Functions include but are not limited to the following:**

**Administrative functions:**

- Managing the main Parish email account and undertaking and delegating tasks accordingly.
- Responding to enquiries for bookings and managing all bookings, including payments and issuing of keys.
- Maintaining parish records and registers, making quarterly returns to the Diocese.
- Financial administrative support to the PCC treasurer and bookkeeper, such as ensuring supplier invoices are authorised for payment.
- Working with the Parish Priest on arrangements for services and linked events. Proactive upkeep of all certification and documentation relating to areas such as insurance, appliances, utilities etc, in collaboration with the Churchwardens.

**Management of premises:**

- Manage regular lettings, including collecting and giving regular feedback to hirers/ tenants, ensuring an on-going constructive dialogue.
- Manage ad-hoc lettings, show potential hirers around, explain lettings contracts and expectations, negotiate fees, ensure no conflicts including set-up and down time with existing service or regular letting requirement.
- Collect rental from regular and ad-hoc lettings.
- Update, issue and enforce lettings contracts.
- Manage and resolve any conflicts relating to the use of premises.
- Ensure the premises are clean, tidy and safe for all users including ensuring recycling and rubbish collection.
- Overseeing the cleaning contract and advising Buildings Manager of any issues. Purchase sufficient materials and equipment for cleaning in liaison with the Buildings Manager.
- Promote unused space and market letting opportunities.
- Maintain accurate records of key holders.



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### Parish Communications:

- Act as first point of contact for all enquiries whether in person, or by phone, post, email, ensuring they are dealt with politely and professionally
- Manage all parish correspondence, including post, e-mail, and answerphone.
- Ensure internal and external noticeboards are kept tidy and up to date.
- Assist with the production of parish publications including the weekly email and Order of Service
- Establish and maintain church database, e.g. ChurchSuite, and keep abreast of rotas and communication.
- Co-ordinate occasional parish mailings, including printing and distributing Easter and Christmas leaflets.
- Co-ordinate production of the parish's Annual Report in preparation for the Annual Parish Meetings
- General management of the Office.
- Ordering supplies of stationery and materials and ministry of the parish, particularly as pertains to the photocopier and Office.
- Filing, tidying and maintaining good order in the Office.

These duties and tasks may be reviewed and varied from time to time.

### Skills and Requirements

- proficient IT skills (MS Word, Excel, Canva/Publisher, ChurchSuite/other church rota management system)
- experience of processing invoices and financial management
- experience of delivering to a high standard on compliance KPIs
- able to use social media e.g. X, Facebook
- personable and warm
- sympathetic to the aims and values of Emmanuel
- clear communicator
- organised
- reliable
- enthusiastic about communications, welcome, and hospitality



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### Terms and Conditions

- The Operations Manager is employed by the Parish Church Council, but managed on a day to day basis by the Vicar.
- Hours are 16-20 hours a week.
- Leave is 25 days per annum – ideally some leave is taken in the month of August when the Parish Office is traditionally closed for a time. We would be open to discussing flexible working arrangements for some parts of school holidays.
- Salary is £13/hour.
- A detailed contract will be provided.
- There is a probationary period of 6 months, during which employment may be terminated on one week's notice by either side. Thereafter, notice is minimum one month.
- Performance will be assessed annually through an appraisal with the vicar and a member of the PCC.

### Applications

We are looking for a new Operations Manager to start at the beginning of January 2024.

#### To apply:

Please submit a letter of application outlining your suitability for the post to the Reverend Catriona Laing, Vicar, along with your CV and the names and details of two referees to [vicar@emmanuelnw6.com](mailto:vicar@emmanuelnw6.com).

Closing Date: Friday 24th November

Date for interviews: Monday 4th December

For an informal conversation before applying, contact Revd Catriona Laing on [0207 435 1911](tel:02074351911). More information can be found at [www.emmanuelnw6.com](http://www.emmanuelnw6.com).

An Enhanced Disclosure Check will be required for the successful applicant.