



Head of Operations

- Job title:** Head of Operations
- Location:** Home-based, but willing to travel to London office
- Responsible to:** General Secretary, Churches Together in England
- Salary:** £33,500 (Full Time Equivalent)

This is a part-time post (22.5 hours per week).

General overview

1. The CTE team

The post holder will line manage the Operations Manager of CTE. They will be a full member of the CTE team, ensuring its smooth running and sharing corporate responsibilities for meetings, communication, administration, and mutual support within the team in order to deliver the aims of the organisation.

2. Organisational Development

CTE is the national ecumenical instrument supporting and encouraging churches from a wide range of traditions to work together in unity in England. The post holder will be expected to have the strategic management, project management, and personnel management skills to ensure the organisation builds capacity to fulfil this aim.

Operational Responsibility

3. Operations Management

The post holder will be responsible for furthering the aims of CTE:

- a. To direct and oversee any operations staff, ensuring they are supported and trained to be able to carry out their tasks to the required standard.
- b. To oversee adherence to relevant policies and procedures, ensuring that the organisation's core operational function fulfils its objectives.

- c. To ensure the Trustee Board, Enabling Group, Finance Committee, and other key working groups of CTE are provided with accurate secretarial services. This entails making sure that actions are implemented, monitored, evaluated, and reviewed.
- d. To work with the accountant and General Secretary to monitor CTE budgets and ensure the organisation functions within the financial parameters agreed by the Finance Committee and Trustees.
- e. To ensure Human Resource policies and procedures regarding Health and Safety legislation are up-to-date and that staff are trained and supported in their respective roles.
- f. To liaise with and manage the external ICT service contract for the efficient and effective ICT support of the staff team.
- g. To support the General Secretary in developing and implementing a learning and development programme for CTE staff and trustees.

4. Human Resources

- a. To oversee existing procedures to ensure staff have the administrative support they need to fulfil their individual strategic objectives.
- b. To work closely with the General Secretary in order to manage existing procedures, and where necessary create new ones, to assist in the recruitment, retention, and performance of the staff team.
- c. To ensure adherence to existing policies and procedures, and when needed create new ones, so that the organisation fulfils its legal obligations regarding good employment policy and practice.
- d. To work with the Operations Manager to manage the system for monitoring working hours, time off in lieu (TOIL), holiday entitlement, absence and sickness, maternity leave, disciplinary procedures, and other staffing policies and procedures.
- e. To ensure staff have the necessary equipment to fulfil their roles, including phones, laptops and other office-based equipment such as photocopiers, scanners, projectors and any equipment that may from time to time be required.

5. Finance

- a. To work with the Accountant, Finance Committee, Trustees and General Secretary of CTE to monitor income and expenditure and ensure the preparation by the Accountant of monthly financial updates and quarterly reports.
- b. To work with the Accountant and the Operations Manager to ensure efficient invoicing, payments, payroll, pension provision, and debt management procedures within the organisation.
- c. To liaise with the Accountant and auditors to ensure the organisation fulfils its financial legal obligations.

6. Events Management

- a. To oversee the management of the Enabling Group of member church representatives, which normally takes place twice a year, and of the CTE Forum, which normally takes place every three years.

- b. To work with the General Secretary, Communications Team, and relevant frontline staff to coordinate programming and operations for the Enabling Group and the CTE Forum.
- c. To organise and oversee the bookings, information systems, lines of communication of all conferences in order to ensure a positive conference experience for all delegates and contributors.
- d. To work with the Operations Manager and wider CTE team to ensure the Enabling Group, CTE Forum and other CTE conferences are run efficiently and effectively.

7. Supporting Frontline Staff

- a. The post holder will ensure that when necessary the General Secretary has sufficient secretarial support for the efficient and effective functioning of the groups he or she serves, in particular the Trustees, Finance Committee and Enabling Group.
- b. The staff team is largely self supporting. The post holder, however, will help ensure the Principal Officer for Pentecostal, Charismatic and Multi-cultural Relations, the Principal Officer for Mission and Evangelism, and the Principal Officer for Ecumenical Development and Relations when necessary have any additional secretarial support they might need.

8. Other Operational Responsibilities

The post-holder may be asked, from time to time, to initiate, develop, and implement other operational systems and procedures to ensure the good running of the organisation.