

Job Title	Operations Manager, Changing Market Towns Project
Salary	£27,000 - £30,000
	Up to £30,000
Hours	Full-Time (35 hours per week) Note: occasional weekend and out-of-office hours required
Contract Term	Fixed term contract for two years (<i>Subject to three months successful probation</i>)
Reports to	Projects and Development Officer
Employer	Ely Diocesan Board of Finance

The Diocese of Ely is seeking an Operations Manager to provide support for its Changing Market Towns project.

To enable delivery of the Changing Market Towns (CMT) Project by offering operations management support to delivery teams operating across the Diocese. This will involve monitoring, reporting and managing the allocated resources to maximise the opportunity for Town Leads (clergy) and others to focus on missional activities. This will be achieved in two distinct ways:

- (i) working across the project to develop and implement a robust measurement framework to support regular reporting on activities, successes, and challenges (50%), and
- (ii) providing specific direct support in those locations without an Operations Manager (50%).

Role description:

Working as a member of the CMT project team, including other Operations Managers, you will directly report to the Projects and Development Officer, working within the wider Programme Management Office (PMO). The Projects and Development Officer will provide line management and strategic direction for your work.

1. Building on the recent project reset the role will focus on developing and implementing a new measurement framework in each of the eight towns. This will require monthly meetings with each town's team to:
 - Reflect on progress against SMART objectives
 - Offer constructive challenge
 - Discuss whether changes in missional approach or in other areas are required as a result of the progress seen
 - Identify any barriers to the missional activity in the town and seek to find solutions
 - Ensure that 'success stories' are celebrated and recorded for sharing and encouragement
 - Identify potential improvements to the systems used for collecting missional data
 - Collect and collate all reporting data

2. Using the data and information collected on activities, successes and challenges, assess the progress (or otherwise) being made towards the CMT project's stated objectives.
3. Analyse the data and information collected to identify trends and to prepare reports for the CMT project team and Project Board.
4. Provide specific support in those locations without an Operations Manager (temporarily or permanently) where such provision can clearly be identified as enabling others to focus on missional activity. Such support could include, but is not limited to:
 - Social media / communications
 - Event management for missional events
 - Grant applications
 - Life events management and systems
 - Faculty applications

Qualifications:

Educated to degree-level or equivalent, or qualified by experience

Skills and experience:

Essential:

- Proven administrative and organisational skills, with an ability to multi-task and prioritise effectively
- Sound communication skills (oral, written and listening), and the ability to communicate effectively with different audiences
- Highly numerate and comfortable with figures and spreadsheets within Excel
- Good interpersonal skills and the ability to work effectively with a range of stakeholders, including paid staff, volunteers and contractors
- Demonstrative ability to work as part of a team
- Well-developed IT skills including a good working knowledge of the Office 365 suite
- Experience of preparing reports and developing / using performance measures to monitor and improve activities
- Experience of working remotely with limited direct supervision

Desirable:

- Data analysis
- Trend analysis
- High-level Excel skills (esp. charts, tables, formulas, etc)

Attributes and aptitudes

Essential:

- A desire to serve the mission of the Church of England in the Diocese of Ely and be enthusiastic about enabling spiritual / numerical growth

Desirable:

- An understanding of the organisational structure, breadth and dynamics of the Church of England

General responsibilities

The post holder will comply with all standards, policies and procedures set by the Diocese including, but not limited to, those governing financial processes, health and safety, data protection, confidentiality, equal opportunities, and safeguarding.

In this regard, the post holder will be expected to:

- Work in a confidential and sensitive manner in all areas of their work
- Maintain and encourage good relationships with immediate colleagues, other project and Diocesan staff, and external contacts
- Actively participate in supervisory and appraisal processes
- Actively participate in appropriate professional development and to keep up to date with relevant developments in their area of work
- Support the ethos, aims and objectives of Christianity, the Church of England and the Diocese (please note that the holding of any particular faith is not a requirement of the post).

This job description details an outline of the post holder's responsibilities but is not prescriptive and does not specify any priorities or allocation of time to be spent carrying out the relevant duties.

The post holder may from time to time be required to undertake other duties and responsibilities commensurate with the level and scope of the post. This job description may be subject to amendment to meet the changing need of the project and Diocese following appropriate consultation.

Professional Development

- Undertake any necessary training to ensure continuing personal development.
- Participate in an annual review of performance.
- Maintain professional and technical knowledge and keep up to date with new and available technologies.

Any other duties which might reasonably be requested in association with this role to meet the needs of the project or Diocese.

Measures of Success

- Performance against targets and measurable outcomes
- Stakeholder feedback
- Strength of relationships
- Achieving deadlines
- Regular 1-2-1 discussions and the annual appraisal
- Contribution to the wider project and Diocesan teams
- Financial and time efficiencies evidenced through accurate paper trails
- Accurate recording of results

How you Act

- Work effectively and reliably
- Take personal responsibility for your performance
- Be an effective member of the project team
- Look for new ways of working effectively
- Adapt positively to changing demands
- Be constructive, resilient and flexible

Job Location

- Usually Diocesan Office, Ely. However, due to building alterations, the offices are currently closed, and all staff are working from home. This situation is flexible and may change in the future.
- Travel throughout the Diocese will be required.

Terms and Conditions

- Salary: £27,000 - £30,000 p.a. dependent on experience
- Working hours: full-time, Monday-Friday (35 hours per week). There will be some evening and weekend work (inc. occasionally Sunday mornings)
- To attend Project Team briefings and meetings with your line manager, the role will normally be Ely based, however currently staff are subject to home working due to office building alterations
- The successful role holder will require a full driving license and their own vehicle to travel as required by the role (vehicle mileage expenses paid at a rate of £0.45 / mile)
- Pension: Membership of The Church Workers Pension Fund (non-contributory)
- Contract: Two-Year (24 Month) Contract (fixed term)
- Employer: Ely Diocesan Board of Finance (EDBF)