

## Parkside Residential Home

### JOB DESCRIPTION

<b>Job Title:</b> Operations Manager	<b>Line Manager:</b> Director of Mission and Ministries
<b>Location:</b> Parkside, 65 Main Road, Romford but flexibility will be required to work across the various sites as necessary.	<b>Date:</b> December 2024

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties. However, it is not exhaustive, and may be reviewed as required.

#### Key Purpose of the Job

Parkside Residential Home is owned by Romford Baptist Church. This key post is to manage and lead the efficient and effective day-to-day operation of its administrative, financial, HR, IT and property aspects of Parkside, Romford Baptist Church, the church's manses and the facilities used by the church's social action charity, RBC Community Care.

The main role is a full-time role for 37.5 hours per week to be worked flexibly as required. Some flexibility will be required as attendance at evening Board / trustee meetings on a regular basis will be required.

#### Generic Job Responsibilities:

To maintain a loving Christian environment.

To uphold high standards of Christian welcome, witness and service in meeting the needs of the home's residents, church congregation and users of the premises.

To ensure the home's Values are maintained, in order to meet the aims of the home's Statement of Purpose.

To work closely and in conjunction with Registered Manager and the Director of Mission and Ministries in delivering key aspects of this role's responsibilities.

To discuss areas of relevant work with the Director of Mission and Ministries. Major changes of policy or practice will require prior agreement of either the Parkside Board or church's Trustees.

To lead, together with the Registered Manager and Director of Mission and Ministries in continuous improvement, within policies, procedures, best practice and innovations.

To ensure dignity and individual personalities are respected at all times.

#### Specific Job Responsibilities:

##### **Administration, support, HR and IT**

Manage administrative staff to ensure the smooth running of all administrative and operational aspects of the organisations and ensuring regular supervisions and appraisals are completed.

Oversee the administrative support for activities and initiatives.

Effectively manage and lead the HR function for both Parkside and the church, ensuring that all aspects of employment law are met and advise and lead on HR

## Parkside Residential Home

matters as they arise by liaising with the home's consultants on all matters.

To be the main point of contact dealing with Certificates of Sponsorship scheme for the home.

Ensuring that the home's and the church's policies, procedures and risk assessments are kept up to date and reviewed on a regular basis, in conjunction with the Registered Care Manager and the Director of Mission and Ministries.

Ensure that the church's charities and the home complies with Charity Law and other legal requirements and that all relevant processes are kept up to date

Ensure adherence to GDPR regulations for Parkside for the church and RBC Community Care in conjunction with the Business Services Manager

Provide effective first point of contact IT support for the home's church's IT estate in conjunction with the consultants. Ensure that hardware and software are kept up to date and secure.

To be the first point of contact for internal users and existing or potential new external hirers of the church's premises in line with the church's policies and procedures and maintain the room booking schedule. Ensure rooms are set-up to requirements of the hirer and cleared-down after hire. Prepare monthly invoices for payment and chase outstanding invoices.

### **Finance**

To working alongside the Treasurer and Business Services Manager to:

Oversee the completion of payroll and if necessary complete this when the Business Services Manager is on leave in conjunction with the third party payroll company

Prepare, implement and review financial procedures

Authorise expenditure as appropriate and within agreed financial budgets and limits

Ensure monthly finance reports are provided by the Business Services Manager to the Treasurer and trustees for the church and the home

Oversee the preparation of the annual budgets with the Business Services Manager and the Treasurer for Parkside, the church and RBC Community Care.

Oversee the preparation of and submission of the annual accounts with the Business Services Manager for Parkside and the Church Secretary and Treasurer for the church and RBC Community Care.

Review service contracts and provide suggestions for alternatives if required, including utilities for Parkside, the church and RBC Community Care.

Liaise with debtors to recover funds.

Work with the Business Services Manager to manage insurance arrangements for all assets and buildings.

### **Property and Health & Safety**

To ensure that all property repairs are completed in a timely fashion at the home, church and other church buildings that the church owns or operates from

To ensure that all aspects of health & safety (including COSHH) are adhered to at all times and to liaise with the home's Health & Safety consultant when the need arises and to follow-up on action plans.

To ensure that external contractors attend the home to attend to ad-hoc repairs or

## Parkside Residential Home

regular servicing when required to maintain health & safety
To ensure completion of health & safety questionnaires by new external contractors before they are brought on site
Maintenance of Parkside's property action plan and to ensure actions are taken forward and completed
To work in conjunction with the Director of Mission and Ministries in completing project work as required.
To manage the Property Lead and Maintenance Assistant at Parkside and the Caretaker at the church by completing regular check-ins, supervision and appraisal meetings.
To maintain all paperwork and records relating to health & safety requirements (e.g. fire, servicing of appliances, legionella) and to ensure all paperwork is available for inspection.
Maintaining both the home's and church's fire evacuation plans by maintaining the plans and holding and recording of the home's and church's fire drills and ensuring outcomes are followed-up on.
Maintain a register of assets of the home and the church.
To undertake various parts of the Caretaker role in the Caretaker's absence.
<b>Reporting</b>
To provide accurate and up-to-date reports to the Parkside Board and church's leadership on a bi-monthly / monthly basis.
To be the secretariat for the Parkside Board by preparing papers and circulating them to the Board in readiness of Board meetings and to act as minute-taker.
To cover absence of the Church Administrator by circulating papers to the church's Leadership on a monthly basis and take minutes of meetings.
<b>Communications</b>
To oversee or prepare regular updates to the Parkside relatives and staff when changes or news need to be communicated.
Arranging the preparation of the regular printed communication
Overseeing the updating the home's and church's websites
<b>Other</b>
Such other duties as may be assigned to the post from time to time.

### Key Working Relationships:

<b>Internal:</b>	Minister – Team Leader, Director of Mission and Ministries, Registered Manager, all Members of Staff, Residents, RBC ministers, Parkside Board and Church Leadership Trustees and volunteers
<b>External:</b>	Consultants, contractors, suppliers, external room hirers, Parkside neighbours and relatives of residents

## Parkside Residential Home

### Resources for which the Job Holder is accountable:

<b>People:</b>	Parkside: Business Services Manager, Maintenance Lead and Maintenance Assistant Church: Caretaker, Bookkeeper
<b>Budget:</b>	Work within approved budgets.
<b>Fixed Assets:</b>	Laptop

### Person Specification:

<b>Business Impact:</b>	Leadership, strong inter-personal and organisational skills, delivers well under pressure. A desire to achieve excellence.  Will require excellent verbal and written communication skills and able to listen and communicate effectively with a wide range of people.  Able to use initiative, to be able to prioritise and meet deadlines and manage own workload.  Competent with IT, including word processing / report writing, using spreadsheets and presentations.
<b>Qualifications:</b>	To degree level or equivalent in business management or similar HR, Health & Safety or other relevant workplace qualification.
<b>Skills/Experience:</b>	Ideally 2 years in a Senior Post.
<b>Spiritual requirements:</b>	Have a personal, vibrant Christian faith. Be in support of the vision and values of Romford Baptist Church Housing Association and Romford Baptist Church. There will be times when being with someone or praying with someone is the most important thing the person could be doing. The role holder will need to be comfortable with this. Being willing to take occasional services or prayer groups in the care home.

### Declaration:

I have read and understood the above job description.

Job Holder's  
signature:

Date:            /            /

Line  
Manager's  
signature:

Date:            /            /