

JOB DESCRIPTION

POSITION TITLE:	Head of Operations
LOCATION:	The GateWay, Addlewell Lane, Yeovil, BA20 1QN
REPORTING TO:	The Leader of the YCC Leadership Team, but may be delegated to the Head of Personnel or another trustee.
WORKING HOURS:	37.5 hours / week
SALARY:	£35,613 pa

JOB PURPOSE

Oversee and coordinate YCC ministries operating from The GateWay, to ensure strategic alignment with the vision of the church, integrated planning and efficient execution. This will include supervision and support for YCC's Finance & HR Manager, and for the Building & Services Manager.

Be a key member of the leadership team at The GateWay. (It is anticipated that in future this person will be invited to join the YCC Leadership Team.)

Lead the work of The GateWay Coffee Shop, working with the team to develop the Christian ethos in line with YCC's mission and values.

KEY ACCOUNTABILITIES

Responsibilities

Principal Roles

1. Head of Operations

- a. Maintain a clear overview of GateWay operations, YCC finances, and ministry needs to ensure coordination and integration of day-to-day activity, plans and budgets.
- b. Proactively support other Department Heads to enable them to focus more fully on their specific ministry areas.
- c. Work closely with staff responsible for admin & communications.

2. Coffee Shop Management

- a. Ensure a clear and consistent Christian ethos and mission-centred focus.
- b. Good financial and personnel management, and improved marketing and promotion, with a clear objective to achieve profitability
- c. A commitment to ensure a professional and high quality operation.

3. Acting as line-manager for:

- a. The Finance and HR Manager
- b. The Building and Services Manager
- c. Coffee Shop team

4. The role will have delegated authority from Trustees to set budgets and approve expenditure in accordance with the Delegated Level of Authority (DLA).

PERSON SPECIFICATION

Experience

- Proven experience of managing people, systems and processes.
- Working within a team with leadership responsibility.
- Evidence of effective collaboration and delivery of outcomes.
- Experience of leading within a Christian context, displaying maturity and wisdom.
- Experience of managing budgets.

Skills and Abilities

- A self-motivated initiator and problem-solver.
- Effective written and verbal communicator to a wide range of audiences.
- Strategic organisational leadership skills, showing an ability to manage and adapt complex systems, using effective creative and critical thinking.
- Well-established ability to motivate and manage others, including sensitively handling conflict & confrontation.
- Able & willing to work flexibly.
- IT literate

Personal Qualities

- A wholehearted commitment to personal prayer and spiritual formation as an apprentice of Jesus
- A commitment to the ethos & beliefs of YCC, as expressed in our '365' – Mission, Values and Vision.
- Integrity, resilience and reliability.
- A commitment to personal development.

There is a Genuine Occupational Requirement for the post holder to be a committed Christian, and the successful applicant will be required to undertake a Disclosure and Barring Service (DBS) check.