

All Souls Church, Langham Place
 2 All Souls Place, London W1B 3DA
 Tel: 020 7580 6029
 Website: www.allsouls.org



Role Outline:

Job Title: Operations Manager Tamar
 Band: Band 5 £28087 (this includes London Allowance)
 Department: Serve the City - Tamar
 Location: All Souls, Langham Place
 Hours: 3 days per week (flexible hours to be agreed may including evenings and weekends)
 Reports to: Head of Tamar
 Annual Leave: 25 days pro rata

Key Relationships:

Line managed by:

- Head of Tamar

Other key relationships:

- Tamar staff and volunteers, All Souls Admin/support team, serve the city staff and m and external agencies

Job Summary:

- Manage the day to day operations of Tamar
- Translate requirements for support into operational reality
- Work closely with the Head of Tamar to assess the effectiveness of support provision and drive operational improvements
- Maintain and document effective operational processes and policies, identifying improvements and developing others as required
- Plan for people resources over time, ensuring we have a “pipeline” of people to do the work
- Manage Tamar’s data collection and information requests
- Line management of volunteer co-ordinator and administrative volunteers
- Oversight of finances and liaison with All Souls finance team and Tamar treasurer
- Responsibility for ensuring training and development of Tamar staff and volunteers
- Provide operational insight to others within Tamar as required
- Act as a representative of Tamar and All Souls as required

Person Specification:

| <i>Attribute</i> | <i>Essential</i> | <i>Desirable</i> |
|-------------------------------------|---|---|
| <i>Education/Qualifications</i> | | <ul style="list-style-type: none"> • Graduate or equivalent knowledge and experience |
| <i>Experience and Proven Skills</i> | <ul style="list-style-type: none"> • Good administrative, analytical and organisational skills • Ability to relate to a wide range of people • Excellent interpersonal skills and pastoral | |



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| | <p>experience</p> <ul style="list-style-type: none"> ● Strong team leadership skills with experience of managing volunteers. ● Ability to communicate effectively both orally and in writing to people from a variety of cultural background. ● Project management ● Developing database and information retrieval systems ● IT & word processing skills (Microsoft, Apple, Google docs) | |
| <p><i>Personal Qualities</i></p> | <ul style="list-style-type: none"> ● Totally committed to the evangelical Christian stance and mission of All souls Church ● Proactive, with the ability to draw out the gifts of others and delegate ● Excellent organisational and time management skills which demonstrate a structured approach with attention to detail, and an ability to prioritise and use initiative to balance the various demands of the job. ● Resilient, with an ability to handle pressurised situations with calm, tact and wisdom ● A hard worker with a servant-hearted ● A customer service focus ● A flexible team player | |

Outline of role:

Overall operational oversight

- Work with Head of Tamar to achieve ministry strategy objectives and liaise closely with respect to day to day activities
- Manage all operational activities that drive the smooth day to day running of Tamar

Day to day operational management

- Oversee and manage the logistics for all operational activities in the day to day running of Tamar, translating requirements for support into operational reality
- Improve operational effectiveness to enable Tamar to provide the best support possible using the limited resources available
- Act as the go to person for all non-client related inquiries
- Work with the finance team at All Souls to ensure all invoices are paid in a timely manner
- Manage Tamar team expenses
- Regularly review Tamar's risk assessment schedule making recommendation to the Tamar board as to actions required and new risks to be identified
- Work with All Souls to ensure Tamar risks are incorporated into the overall risk schedule for All Souls
- Monitor Tamar insurance schedule and liaise with broker



- Other operational tasks as required

Information management

- Review data collection requirements ensuring that the system is fit for purpose
- Respond to information requests from a range of external stakeholders
- Provide operational insight to others within Tamar as required
- Ensure data protection policies are adhered to at all times
- Maintain and document effective operational processes and policies, identifying improvements and developing others as required
- Review Tamar policies ensuring they are fit for purpose and develop new policies as required

Project management

- Project manage specific projects at Tamar, including but not limited to:
 - the implementation of new database
 - new training and appraisal documentation and policies

People management

- Manage the volunteer coordinator and ensure appropriate processes in place for supervision, coordination and support of volunteers
- Manage administrative volunteer(s)
- Plan for people resources over time, ensuring we have a "pipeline" of people to do the work
- Oversee all volunteer and staff HR requirements, including visas and training

Other

- Under guidance of the Head of Tamar, provide operational learnings and expertise to other ministries in All Souls, Tamar partners and those undertaking similar work to Tamar elsewhere
- Support Head of Tamar in other areas of the ministry as needed.
- Attend All Souls staff meetings as required.

AG/MC 1/2019