

All Souls Church, Langham Place

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Tel: 020 7580 6029

Website: www.allsouls.org



Our Vision - 'All for Jesus'

Job Description – Director of Operations

Job Title: Director of Operations

Salary: £47-52k (depending on experience) + LLA of £3,940 (FTE)

Department: Support

Location: In and around the parish of All Souls Church

Hours: Full time, frequent evenings and weekends

Annual Leave: 25 days plus bank holidays

Job Purpose

All Souls, Langham Place is a conservative Anglican evangelical church with a large and diverse church family and wide-ranging ministries that reach across London and beyond. We long to live for Jesus, as thankful people in a constantly changing city, and we are looking for a Director of Operations to help us by directing and coordinating our internal structure and operational support across the whole Church, and to do so as a member of All Souls.

Under your direction All Souls Church will be a joyful, safe community of grace. All resources will be stewarded prayerfully to support courageous discipleship, faithful and creative proclamation of the gospel, generous love for those who live in our city and humble service of the wider church.

The job description sets out seven main areas of responsibility: leadership and management; human resources; finance; buildings; governance; communications; and risk management. Your day-to-day activity will vary over time as needs and priorities change.

This is a senior appointment and there is scope for you to shape the role.

Your own mature Christian faith means you will lead by example, in corporate and personal prayer, in your relational approach, and through your commitment to personal evangelism and the discipleship of others.

Key Relationships

- You will be a member of the senior leadership team and line-managed by the Rector.
- You will oversee the operational support team with direct line-management of the Finance Manager, Buildings Manager, Database & Admin Manager, HR officer and IT manager.
- Other key relationships include the senior ministers, church wardens, PCC secretary, chairs of the Langham Arts Trust (LAT) and All Souls Serve the City (ASSTC) Boards, and chairs of the governance committees.

How to apply

The All Souls Church family is racially diverse as the global body of Christ is diverse and as London is diverse. Applications are welcome from people from ethnic groups which are a minority in the UK.

There is a genuine occupational requirement for the post holder to be a committed evangelical Christian.

To apply, send the following to recruitment@allsouls.org:

- CV
- Completed application form
- A covering letter of not more than two sides of A4 explaining why the role is of interest to you and how you meet the person spec.

Job Description

1. Leadership and Management. Working for and to the Rector by leading and managing the support and operations team to enable joined-up ministry in line with the agreed vision, mission and ministry priorities, including:

- Leading the development of medium- and long-term strategy
- Ensuring coherence across the Enabling teams by holding the strategic overview
- Making sure agreed short-term priorities, projects and events are delivered in a timely way
- Developing clear, effective processes and systems within and between the four charities
- Making sure decisions are delegated in an appropriate way
- Oversight of all aspects of the church office and administration

2. Human Resources. Leading the development of a relational, Christ-like HR function, including:

- Embedding the *Thrive** approach to pastoral care, line-management and appraisal
- Making sure paid staff, lay leaders and serving partners all have clear expectations, roles, responsibilities, training and accountability
- Ensuring exemplary safeguarding practice

3. Finance. Stewardship of all financial resources, including:

- Making sure finances support the agreed objectives
- Overseeing the budget setting, monitoring and reporting cycle across the four charities
- Maintaining robust internal controls
- Overseeing investment strategy
- At times, overseeing major fundraising efforts

4. Buildings. Stewardship of all property resources, including:

- Making sure property is used in a way which supports agreed objectives
- Overseeing the maintenance and development programme across the portfolio
- Making sure all buildings meet all relevant compliance and H&S standards
- Ensuring excellent facilities management
- Overseeing property strategy
- At times, overseeing major building projects

5. Governance. Supporting the development of robust governance, including:

- Being the Company Secretary
- Ensuring the charity boards and committees are supported and trained to govern well
- Supporting the staff team to provide timely information to boards and committees
- Ensuring the church complies with relevant legislation and guidance
- Attending meetings when required

6. Communications. Supporting consistent internal and external communications, including:

- Being the point of contact between the church leadership and the operations staff

- Co-ordinating channels of communication between the four charities
- Making sure all the All Souls Church family receive clear, coherent communications
- Listening: making sure feedback is carefully weighed and, where appropriate, acted upon
- Maintaining an overview of communications with a wide range of external partners
- Overseeing the development of our use of technology and IT across the church
- Overseeing our crisis response arrangements

7. Risk management. Developing a strong, joined-up approach to risk-management across the four charities, including taking timely action where major risks emerge and being well-sighted on external policy and legislative developments.

*The Thrive programme aims to support, encourage and care for staff at every stage of the employee life cycle by, for example, carrying out appraisals and reviews, helping staff develop and offering Spiral Refreshment Days.

Person Specification

	Essential	Desirable
Qualifications & experience		
Successful leadership experience in a senior operational position		✓
Successful management experience of staff and volunteers	✓	
Leadership experience in an evangelical Church of England church		✓
A degree	✓	
A postgraduate qualification in relevant area		✓
Track-record of leading change and/ or projects in a timely way	✓	
Experience of working in at least one area of operations	✓	
Skills		
Excellent strategic thinking and planning skills	✓	
Excellent communication and negotiation skills	✓	
Excellent pragmatic problem-solving skills	✓	
Excellent leadership skills, including to empower, support and inspire colleagues and delegate effectively	✓	
Ability to make effective decisions and support others to do the same	✓	
Ability to analyse and process high volumes of varied data and to identify the salient points	✓	
Ability to use technology to develop efficient systems	✓	
Financial literacy	✓	
Christian Commitment		
Mature Christian faith with demonstrable integrity	✓	
Acceptance of the basis of faith	✓	
All Souls Church member (or willing to join the church)	✓	
Personal commitment to corporate and personal prayer, evangelism and the discipleship of others	✓	
Willingness to play a full part in the life of the church family, including Sunday services and prayer gatherings	✓	
Knowledge		

A working knowledge of charity governance	✓	
A working knowledge of safeguarding requirements	✓	
Detailed knowledge of best-practice financial planning, investment, monitoring and reporting		✓
Detailed knowledge of best-practice HR policies and processes		✓
Detailed knowledge of best-practice property management and development		✓
Detailed knowledge of compliance requirements		✓

About All Souls Church

In the heart of London's West End, All Souls is a conservative Anglican evangelical church with a large and diverse congregation. We seek to use our rich inheritance, our exciting location and our international membership to cooperate with God in the extension of His Kingdom.

At the heart of our vision sits God's Word. As a church the Bible is central to all we do from our Sunday services, to our life groups, to our workplace ministry, to our work with marginalised people. It is what drives our mission as a church, as we seek to:

Proclaim the biblical gospel in our preaching and by the way we live across our networks to reach London to reach the world.

Grow and teach disciples who are equipped as women and men to teach the word of God and live all of their lives for Christ.

Build a community of grace in the heart of London which is a safe place that welcomes all into a family of forgiven sinners.

Impact our culture by listening to the world and bringing the wisdom of the Bible to all areas of human life and God's creation.

Love one another and our city by showing the love of God to all in practical ways, seeking justice and bringing gospel hope in all situations.

Serve the wider church by listening and learning from others as we share people, skills, teaching and creativity.

All Souls Church is four separate but integrated charities sharing the same vision and policies, and includes six congregations. The Operations team provides support across the whole church.

Values:

In seeking to deliver this mission we want to be a church family that lives out Christ-like values. They are values we want to see in the ministry team and the church family, from the youngest to the oldest members. In all our ministry activity we don't ever want to lose sight of who we, as individuals, are becoming – our Christ-likeness. We long to be a people who are all for Jesus, who take up our cross and follow him (Philippians 2:5-8) as we seek to be:

Prayerful - in our dependence on God and faithful to Jesus as we are led by His Spirit.

Humble - in the way we serve one another and seek the Father's will.

Faithful - in our obedience to God's radical Scriptures.

Thankful - for the forgiveness of sins and God's gracious provision in all things.

Generous - in using our money and time as we daily give away ourselves.

Courageous - as we speak out for truth and live radical lives that glorify Jesus.

Creative - in the way we explore every means to further the gospel.

Partners:

All Souls (pre-covid) welcomed a total of over 1,500 people to its morning and evening services each Sunday with a core membership of around 1,200. During the pandemic we have provided weekly online services and added 500 'friends' of All Souls. The membership is made up of around 60 nationalities with about 40% of the church family being non-British. The age profile of our church

family is fairly evenly spread: 28% are 18-29, 27% are 30-44, 30% are 45-64 and 16% are over 65. Around 250 children attend our children and youth work. The adult age profile tends to be slightly older at the morning services and younger in the evening.

As a large church we have a broad range of ministry activities. The vast majority of these ministries are led by a dedicated member of the ministry team and are well supported in many different ways by the church family - in fact many could not run without their support. In simple terms our ministry breaks down into six core areas:

- services
- evangelism
- discipleship (adults and 0-18s)
- world mission
- music
- serving the city.

All of these church-based ministry activities contribute towards the goal of motivating and equipping all church members to recognise and exercise their own diverse ministries, as they serve God in the outside world through the multiple callings of whole-life discipleship in everyday life and work.

All of our ministry activity is underpinned by prayer, with a monthly prayer gathering being the bedrock of our corporate prayer as a church. Over the past 18 months this has been supplemented by other regular days of prayer and fasting.

For further information about the range of All Souls activities, please refer to www.allsouls.org.

All Souls Serve the City is a charitable incorporated organisation (CIO) bringing together a breadth of ministries based at All Souls seeking to serve the needs of those who are isolated, overlooked and exploited. We seek to demonstrate our love for one another and the city by bringing gospel hope and biblical truth to: those who find themselves homeless, women who are in sex work including those who are trafficked, seniors, school children, and carers and their little ones. We long to be a people who are all for Jesus, who are transformed by his love, and who take up our cross and follow him.

Langham Arts Trust was formed in 1987 to further the ever-expanding Christian arts ministry of All Souls, Langham Place in London's West End and especially to extend the ministry of the All Souls Orchestra. The resources of the Trust, generated through concerts, such as Prom Praise and recordings which arise from these, are all channelled into All Souls Music ministry and outreach – notably projects such as Prom Praise for Schools and international outreach.

St Paul's Trust is a separate legal entity to All Souls Church, however, the two charities work closely together to maintain the St Paul's Robert Adam Street building for various church activities. The building provides office space for All Souls Music staff and a suite of counselling rooms, as well as meeting rooms.

Numbers: electoral roll 979

registered church partners 99

serving partners approx 20

friends 613

weekly on site attendance pre Covid 1,500, current attendance 800 and growing

approx 70 paid staff across the whole church
26 support and operational staff ranging from cleaners & caretakers, a chef, and
IT and Finance Managers

Budget: the (consolidated) annual budget : approx 4 million across four charities

Properties: 27 separate self contained residential addresses contained within 16 separate properties
including the Rectory.

The value of the property portfolio: in the region of £20M

We have 27 residential properties of varying sizes spread across the parish, of which 10
house members of the ministry team and 17 are rented. We have 3 Church buildings.

Summary of governance arrangements across the four charities:

All Souls Church comprises four charities. The PCC are the trustees of All Souls Church, Langham Place. The Langham Arts Trust is a company limited by guarantee and All Souls Serve the City is a CIO; both have their own boards of trustees. The four charities are committed to the same vision, mission and policies. The church office provides operational support to all four charities (at different levels). There are five governance committees which support the governance of all four charities: finance, safeguarding, HR, buildings, and governance and risk.