

Job Description

Job Title:	Operations Manager
Employer:	Scripture Union Ministries Trust, The
Location:	Manor Ark – primarily office based
Responsible to:	Chief Executive Officer
Responsible for:	Associate Team

Job Purpose

As a contemporary disciple of Jesus, provide pastoral and management support to a spirit-filled team of employees and a growing group of enthusiastic and well-trained volunteers, who are committed to innovate and deliver outstanding educational experiences, primarily in Manx schools but also in local communities, bringing “faith within reach” to the children and young people of the Isle of Man.

Principal Roles & Responsibilities

1. Provide pastoral and logistical oversight of the work of associates and coordinators to deliver the agreed plans.
2. Build and maintain productive relationships with key partners and oversee the development of partnership projects with key denominations as opportunities arise.
3. Motivate, coach and inspire Co-ordinators and Associate team members, leading by example and training to ensure that procedures are followed and to implement policies to meet all statutory and Trustee requirements. (e.g. Health & Safety, Financial Disciplines, Building and Maintenance and management of team office)
4. To ensure all administration and communication processes are followed and work effectively, including administration for volunteer recruitment and data handling.

Work as part of the SUMT team to:

1. Pray for SUMT and facilitate prayer
2. Represent SUMT at church meetings and services
3. Deliver key curriculum events, community events and community partnership projects
4. Participate in research and implement changes within own areas of work as agreed with line manager
5. Foster community around the team hub – through active involvement in the team devotions; team days and community meals, for example.
6. Take on additional work or responsibilities (even if outside principal role) as required by the line manager.
6. Identify and take advantage of relevant continued professional development and training opportunities.

A summary of the key day-to-day duties is provided below:

1. Meet one-to-one with associates and coordinators offering pastoral support, encouragement, advice and mentoring, alongside the CEO, where needed.
2. Meet with CEO & coordinators in order to review and evaluate delivery of principal programmes and initiatives frequently.
3. Supporting staff and keeping them accountable in areas of responsibility, projects and work

4. Plan and manage the team calendar
5. Monitor staff hours, sick days and cover
6. Oversee management of database, Microsoft 365, Sharepoint and email domain.
7. Manage buildings: fire regulations; maintenance; insurance; keys (inc. for regularly used properties) and oversee ordering office supplies
8. Manage the priorities and competing demands of delivery of programmes, staff and material resources to ensure optimisation of effective curriculum delivery and volunteer support

The post holder shall perform such duties and observe and conform with such reasonable instructions as the SUMT, may from time to time give.

In addition to this:

1. Representation and Corporate Contribution

The post holder will represent the SUMT in a range of settings, forums, committees, working groups and events requiring the highest level of personal integrity. It is expected that the post holder will be a committed ambassador of the SUMT and the work that it seeks to achieve. Each employee of SUMT has a personal responsibility to maintain the confidentiality of all SUMT business and to uphold such confidences.

2. Provision of Advice

The post holder will be a source of information and advice to team members and the Executive.

3. Implementation and Maintenance of Policy

The post holder will be responsible for the implementation of SUMT's policies generally, including ensuring GDPR compliance across the organisation.

Professional development

All Team members have a personal responsibility for professional development (PDP). The post holder will be expected to contribute to their annual PDP and interim reviews. The post holder reports to the Chief Executive Officer as their line manager.

Regular meetings should be held with line managers and interim reviews are encouraged. These are specifically designed to deliver the aims and objectives of the Development Plan.

The Chief Executive Officer will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Development Programme is agreed with the post holder;
- Review and assessment of the post holder's performance and competency/behaviours is made; and
- Performance and Development Review meetings are conducted.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses and take such actions to mitigate these and those that have been brought to their attention.

Qualifications and Experience

To properly deliver the requirements of this post it is expected that the post holder will have the following qualification/professional membership:

- 5 A* - C GCSEs including Mathematics and English, or equivalent.
- A degree or other equivalent Higher Education qualification.

Competency Levels For This Post Are:

Leading and working together

Is clear about own role and priorities taking responsibility for providing an excellent service; working supportively as a leader in pursuit of agreed objectives; building effective working relationships with colleagues; deals constructively with interpersonal issues.

Communicating and influencing

Communicates clearly, orally and in writing to get the message across; expresses their views in a clear and succinct way in group or team meetings and with external bodies; is courteous and effective in their communications with colleagues and those external to the organisation; records and communicates information accurately.

Achieving results

Organising own time and that of the team efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a quality service

Enjoys delivering excellent service to other members of the team and key stakeholders; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.

Changing and learning

Assists, coaches and advises colleagues through supervision and one to one interactions to develop competence and confidence and actively looks for better ways of working. Offers opinions in executive discussions which are not always the most obvious. Is versatile and adaptable and prepared to change their views. Applies up to date specialist skills, knowledge and experience in their work.

Showing commitment and resilience

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure and in control when under stress. Demonstrates behaviours and leads by example to the rest of the team in relation to commitment and resilience.

**Scripture Union Ministries Trust
Person Specification**

Post: Operations Manager

Employer: SUMT

Job Summary: (See job description)

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSEs at grade C and above including English Language, or equivalent.	E	CV / Qualification certificates
A degree or equivalent Higher Education qualification.	E	
Qualified youth worker and/or relevant experience in youth work, including schools	D	
Experience		
Experience of pastoral support	E	CV /References/ Interview CV / interview
Experience of managing and motivating a team of people.	E	
Experience of managing projects.	E	CV /References/ Interview CV / interview
Experience of managing budgets	D	
Experience of using general office software packages (including spreadsheets, word processing and email).	E	CV /References/ Interview CV / References/Interview
Ability to work with and coordinate teams including volunteers.	E	
Ability to work professionally with churches and schools and senior staff within education.	E	CV /References/ Interview
Knowledge and Skills		
Knowledge of key biblical content and a desire to learn more.	E	CV / Interview
Able to organize and prioritise workload to achieve results.	E	CV / Interview
Able to work effectively under pressure and to tight deadlines.	E	CV / Interview
Good written and oral communication skills.	E	CV / Interview
Good numeracy skills and able to produce meaningful reports.	E	CV / Interview
Able to build and sustain mutually beneficial networks as appropriate.	E	References/ Interview
Disposition		
Empathy and 'a servant heart'	E	References / InterviewReferences / Interview
Passionate and committed to the growth of children's and youth work on the Isle of Man	E	
Able to motivate and positively challenge as a line manager whilst still being pastorally sensitive and caring.	E	References / Interview References / Interview
Proactive and self-motivated.	E	
Organised, methodical and focussed on results.		References / Interview
Focused on high standards of quality and team service - Team worker.	E	References / Interview References / Interview
Flexible and acceptable to changing circumstances	E	

Calm under pressure		References / Interview
Circumstances/Interests		
Isle of Man Worker	D	Application / CV
Willing to work additional hours as required.	E	Interview
Driver with clean driving licence and access to own vehicle	E	Application / Interview