

Head of Church Operations

Resourcing and implementing the mission

PURPOSE OF THE ROLE

The Head of Church Operations will provide strategic and operational leadership to the administration and volunteer teams, supporting the Vicar, clergy and ministry team in implementing the vision of the church: *to see God change lives, families, and churches again and again.*

This role ensures the effective running of all church activities through strong leadership, excellent administration, and delivery of key initiatives aligned with the church's mission. The postholder will turn the vision into practical action through coordination, organisation, and team leadership.

REPORTS

- Line Manager: Vicar
- Reporting: Standing Committee and PCC as required

RESPONSIBILITIES

Our Head of Church Operations will play a key role in ensuring the implementation of the Church's vision, the smooth running and co-ordination of all church operations and the management of people and resources. A strong operational leader, they will have day-to-day oversight of wide range of operational areas including church and office management, events management, IT management, HR systems, legal compliance, and buildings and facilities.

SPECIFIC RESPONSIBILITIES AND TASKS

Church and Office Management

Making sure that the day-to-day running of Church life is smooth running and efficient

- Working with staff and volunteers to ensure the smooth running of all services, events, and church family activities and ensuring that they are appropriately administratively resourced and equipped.
- Working with diverse stakeholders (Church family, centre users, suppliers, partners) and their wide-ranging requirements.
- Overseeing the church database systems to ensure excellent communication and engagement with everyone.
- Developing and ensuring the effective use of our IT, AV and phone systems.
- Overseeing the ongoing development and compliance of all Church policies, including staffing policies, copyright, safeguarding, and health and safety and ensuring that all relevant policies, legal obligations, and procedures are followed and reviewed regularly.

- Assisting in the production of appropriate reports to the Southwark Diocese, including the Church annual report, electoral roll, and ministry statistics.

Leadership and Team Management

Shaping culture and managing staff

- Lead, develop, and oversee the administration team.
- Foster a positive, faith-filled and high-performing team culture.
- Build, motivate, and manage volunteers across various ministry and operational functions.
- Ensure clear role allocation, accountability, and support within the team.
- Work closely with the Vicar and ministry team to translate the church's vision into actionable plans.
- Drive the execution of church initiatives and programmes.
- Monitor progress and ensure delivery of tangible outcomes aligned with the vision.
- Identify opportunities to expand impact within the church and community.

Strategic Support to the Vicar

Helping to resource and implement the mission of the church.

- Provide support in decision-making through insight, planning, and organisation.
- Help prioritise initiatives and manage workflow aligned with the church's vision.
- Assist in implementing decisions and ensuring follow-through.
- Act as a trusted partner to the Vicar in day-to-day leadership and operational matters.

People development and deployment

Taking a lead in ensuring we have the right people in the right roles who are motivated and inspired to fulfil our vision.

- Oversee the recruitment, training and support of volunteers across church activities
- Encourage a culture of ownership and service among volunteers.
- Oversee the HR systems and processes needed for recruitment, selection and training and development of staff and volunteers, and ensure that our HR processes, systems and procedures are compliant, up to date and communicated and implemented fully.

Financial administration and support

Working with the PCC, Treasurer and Finance Team to manage and control spending and to ensure our financial strategy is implemented robustly and that we have the right resources available as we seek to grow.

- Oversee all purchasing - maintaining contracts with suppliers for the Church and Church centre including photocopier, stationery, catering supplies and arranging for payment of invoices.
- Work with the Treasurer / Finance Team to ensure that financial accounts are kept efficiently, and financial controls are implemented smoothly and appropriately
- Work with the Treasurer / Finance Team to ensure accurate and timely financial reporting and analysis to inform decision making.

Facilities and Buildings Oversight

Working with the Wardens, PCC and Lettings Manager to manage and develop the use of our Church buildings and housing stock in line with our vision.

- Ensure the historic fabric of the Church, the Heath Church, the Church Centre, and our housing stock, is cared for, maintained, insured, kept secure and developed.
- Ensure all areas of buildings management and maintenance are in hand to provide a safe and welcoming environment across all of our buildings.
- Ensure the historical and heritage aspects of the buildings are appropriately profiled and made available to the community and the general public in line with our vision for Open Church.
- Assist with the preparation of 'Faculties' and the maintenance of records

TERMS AND CONDITIONS

- Hours: a flexible full-time role Monday to Friday (with very occasional Sundays and evenings required). (A four-day role may be considered for the right candidate)
- Salary: £33-37k depending on experience
- Annual Leave: 5 weeks per annum

PERSON SPECIFICATION

Essential:

- Active Christian faith, passionate about the mission of St Mary's Reigate
- Strong operational and team management experience with the ability to lead in a busy environment.
- Ability to implement and oversee completion of tasks and projects to completion
- Demonstrable experience and resilience in negotiating with diverse stakeholders
- Excellent organisational skills, including delegation and managing under pressure
- Excellent communication and interpersonal skills

- Excellent IT skills needed for office management
- Ability to work independently as a self-starter while collaborating effectively.
- Skilled at managing multiple priorities and delivering measurable results.

Desirable:

- Experience of working in a church/ non-profit or public-sector setting
- Experience of worship in the Church of England
- Experience or interest of working with listed buildings

Personal Attributes:

- Highly motivated and results-oriented.
- Proactive, solutions-focused mindset.
- Ability to inspire and lead others with clarity and purpose.
- Strong integrity, discretion, and reliability.
- Flexible and adaptable in a dynamic environment.

Applying for the role

If you are interested in the role, please email a **CV with a covering letter**. In the **covering letter**, please include a personal statement to outline your particular experience, qualities, and competencies, and why you would be successful in this role. Please also share something of your personal faith and your vision for the role.

We believe our church is a wonderful place to work and serve our local community and we want each member of our team to flourish love their work. If you have a passion for this Head of Church Operations role but are hesitant for any reason, please don't let that hold you back. You might be the ideal candidate to help lead our operations or bring value to our wider team in another way and we would love to hear from you. Your unique skills, character, and potential are what matter most to us. Don't hesitate to take the leap and explore this opportunity!

Genuine Occupational Requirement

This role is a significant role within the life of St Mary's and the postholder will be a core part of the staff leadership team of the church. As such they will not only be representing the ethos of the church but also helping us to develop and progress our religious goals and ambitions. Due to the significance of the profile and position of this role within the life of St Mary's Church, and in accordance with the Equality Act 2010, it is a genuine occupational requirement that the post holder is a practicing Christian, and we would expect them to adhere to our values as a church.

Other requirements:

- 2 referees.
- Enhanced DBS required

Our Context and Vision

Background context – The need for this role

We believe St Mary's Church, Reigate, is entering a significant new season of mission and ministry. Over the last eight years, a clearer sense of calling has been emerging: to make disciples in anticipation of the coming Kingdom, and to **see God changing lives, families, and churches again and again.**

The foundations for this next chapter have already been laid. Following a major reordering of the church buildings, and significant investment in systems, staffing, and ministry structures, St Mary's has spent recent years strengthening the life of the church after the disruption of the COVID years. That has included deepening community, rebuilding momentum, and nurturing spiritual growth across all generations.

Today, there is a growing sense that we are moving from a season of consolidation into a season of fresh opportunity. Attendance across services is steadily increasing, particularly among younger adults and families. New people are arriving each week, many with little or no church background. Small groups and discipleship communities are growing, young people are increasingly engaged in the life of the church, and there is a noticeable sense of belonging, spiritual hunger, and shared purpose across the church family.

Alongside this, the life of St Mary's has become broader, more active, and increasingly operationally complex. In addition to regular worship and pastoral care, the church now carries a wide range of ministries, programmes, events, outreach initiatives, staff teams, volunteer coordination, partnerships, communications, safeguarding responsibilities, facilities, and administrative systems across multiple buildings and contexts.

There is also a growing sense of responsibility beyond the parish itself - through partnerships, mission initiatives, leadership development, and emerging opportunities connected with New Wine, local mission, and resourcing other churches.

As we step into this next phase, strong operational leadership will be essential. The Head of Church Operations will therefore play a pivotal role in the next chapter of St Mary's life. This is not simply an administrative role focused on managing and maintaining what already exists, but a strategic and enabling leadership position, helping to resource and implement the mission of the church.

Working closely with the Vicar, staff team, PCC, church wardens, volunteers, and ministry leaders, the postholder will help translate vision into practical action—ensuring that the systems, people, resources, buildings, and processes of the church are aligned and working well in support of its mission and growth.

A key part of this will be helping to cultivate a culture where people are well-supported, well-organised, equipped, and released to serve together effectively. Through strong leadership, wise stewardship, and well-designed systems, the role will help build the organisational capacity St Mary's needs to flourish in the years ahead and continue serving the church, local community, and wider mission of God with faithfulness, clarity, and joy.

The successful candidate will oversee the smooth running of church operations across administration, HR systems, events, communications, facilities, compliance, finance support, IT, and volunteer coordination. They will also act as a trusted operational partner to the Vicar,

helping to prioritise initiatives, implement decisions, strengthen accountability, and ensure that the growing complexity of church life is well supported and carefully stewarded.

Importantly, this role comes at a moment of real opportunity. There is increasing openness within the wider culture, growing engagement among younger generations, and new possibilities for mission, discipleship, and community impact. St Mary's is not simply seeking to sustain church life as it is, but to grow as a spiritually vibrant, mission-shaped, intergenerational church that equips people to participate fully in the life and mission of Jesus.

At a time when the church senses God opening new doors - within the congregation, among younger generations, and across the wider community - this role offers an exciting opportunity to help shape and support the next chapter of St Mary's life together.

Our Staff

St Mary's is blessed with a dedicated and able staff team who work together to lead and coordinate us in worship, discipleship and pastoral care.

Vicar

- Richard Wilson has been in post since July 2018 having moved from Twerton, an estate on the edge of Bath where he was also Area Dean.

Associate Vicars

- Ben Forbes is Associate Vicar | Head of Community Life
- Simon Russell is Associate Vicar | Discipleship and Leadership Development

Associate Ministers

- Josh Brown is our full time Associate Minister | Head of Worship Culture - responsible for worship including music and tech teams.
- Emily Irving is our full time Youth Minister
- Jess Worsley is our full time Children's and Families Minister

Administrative Team

Our administrative and operations team currently includes: Lettings Manager (0.8), Church Administrators (pt), Finance Administrator (pt), and Caretaker / Cleaner (pt)

The team is supported by a large number of committed volunteers including our Treasurer, Peter Wilson and a small finance team.

The administration team is currently in transition following recent changes in personnel, and the Head of Church Operations will play a key role in shaping and developing the team for the next season of church life.