

## Role Profile

Position: Operations Facilitator

Reporting to: Operations Overseer

Hours of work: up to 30 hours per week (negotiable)

Contract type: 2 year fixed term contract

Salary: £30,159 per annum (FTE), or prorated equivalent if working part-time

Annual Leave Entitlement: 25 days per annum (FTE), or prorated equivalent if working part-time

Location: Grace Centre, Terminus Road, Chichester, PO19 8TX

Grace Church is seeking a proactive and highly organised individual to operate a wide range of administrative, technical, and facilities-related responsibilities. This role is pivotal in ensuring the smooth operation of our church's physical spaces, digital infrastructure, events, and communications. You'll be the go-to person for day to day operations, coordinating logistics, and supporting both staff and volunteers.

The successful candidate will be a Christian believer, demonstrate spiritual maturity, emotional intelligence and embrace Grace Church's vision and values. Candidates should be (or will become) a Grace Church member, actively participate in the life of the church at a personal / corporate level and engage in wider activities associated with the Commission network of Churches.

They will be expected to serve the Church, work alongside both staff and volunteer teams, treating everyone with dignity and respect.

For this role a significant set of organisational, technical and interpersonal skills are required.

### Key Responsibilities

#### Event & Sunday Operations

- Lead logistics, communications, budgeting, ticketing, and risk management for all events including Sunday mornings
- Recruit and assign volunteers
- Support Church ministries and Sunday services including team coordination (PA/AV/IT)
- Coordinate weddings and funerals setup

#### Back Office & Technical Support

- Manage web and email domains
- Oversee Microsoft Office email systems

- Ensure data backup and recovery (via OneDrive)
- Manage suppliers and their payments
- Coordinate and assist in volunteer recruitment and assignment
- Day to day management of the administrative support team and their assistance as required

#### Building & Facilities Management

- Coordinate building contracts and supplier relationships
- Monitor utilities, insurance, and compliance (e.g. PAT / COSHH)
- Conduct meter readings and manage hygiene protocols
- Oversee site storage and incident reporting (RIDDOR)
- Manage Grace Centre operations including risk management, health and safety, facility specific safety testing, kitchen security, and lettings

#### Communications & Creative Support

- Manage social media
- Oversee signage, brochures, and graphic design
- Coordinate photography and videography
- Coordinate staff and volunteer team communications

#### Statutory & Financial

- Ensure GDPR and data protection compliance
- Process weekly finance tasks and supplier payments

#### Skills & Qualifications

- Strong administrative and organisational skills
- Experience with Microsoft Office and cloud-based systems
- Familiarity with facilities and building management
- Excellent communication and interpersonal abilities
- Ability to manage multiple projects and deadlines
- Comfortable working with volunteers and interns
- A working knowledge of Church operations

#### What We Offer

- A dynamic and supportive environment in a growing Church as part of a close knit team
- Opportunities to grow in leadership and project management
- Flexible working arrangements

- A chance to make a meaningful impact in the life of the church

Other Duties: You will be required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties / responsibilities in this role profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with yourself, Grace Church reserves the right to update your job profile to reflect changes in, or to, your post to reflect the evolving needs of the Church.

Diversity and Safeguarding: Grace Church is committed to promoting equality of opportunity and to upholding its responsibility for the safety and safeguarding of all. Grace Church is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation, and to providing a safe environment for all. The postholder will be required to complete safeguarding training and adhere to Grace Church's safeguarding policy. Any breaches may result in disciplinary action, up to and including termination of employment, in line with our disciplinary procedures.

Health and Safety: The postholder is expected to take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions at work. They must cooperate with the employer in ensuring compliance with health and safety legislation, including but not limited to the Health and Safety at Work Act 1974. This includes adhering to all relevant policies, procedures, and training provided, and reporting any concerns or incidents promptly.

Data Protection: You will be responsible for ensuring that your workplace responsibilities are carried out in compliance with the requirements of the UK Data Protection Act 2018 and the Employment Practices Data Protection Code (March 2024), especially concerning confidentiality, treatment of personal information and records management. Any breaches may lead to termination of employment.

Right to Work: UK Law states that employers must undertake a right to work check for all employees. Right to Work provisions are set out under Sections 15 – 25 of the Immigration, Asylum and Nationality Act 2006. The successful applicant will have to provide proof that they are eligible for employment to the role.

References and DBS: The successful candidate will be offered this role subject to satisfactory references and a basic level DBS check.

## Personal Specification

### Essential Requirements:

These are the attributes required to effectively fulfil the responsibilities of this role. The postholder will possess the capabilities, experience, knowledge and qualifications listed below, or will be able to demonstrate an appropriate alternative.

- A committed Christian with a demonstrable track record of church membership and serving within a local church. Representative of Grace Church ethos and core values.
- Able to maintain a healthy balance between work and personal responsibilities.
- Ability to operate within an environment where integrity, tact, diplomacy and confidentiality are critical aspects of the role.
- Excellent interpersonal skills, able to skilfully communicate with and relate to people on multiple levels, whilst maintaining high levels of care and service standards.
- Calm and focused in pressurised situations.
- Personable, but prepared to stand ground when required.
- Highly motivated to provide a high level of service, with capability to anticipate, assess and mitigate risks before they become issues.
- Able to instigate improvements and changes to the way people, processes and technology are used through regular observations, and where applicable post-incident reviews.
- Confident in the use and management of office productivity, electronic media and information management (database) applications, systems and services; possessing the capacity to learn, demonstrate and communicate new skills quickly.
- Demonstrates clear organisational, administrative and general office skills.
- Excellent written and verbal communication skills, including the ability to draft high quality responses to enquiries, queries, official documents and letters, reports to Trustees etc.
- Experience of working with and leading diverse teams of people (staff team and volunteers).
- Holding a full UK driver's licence, with access to and use of a private vehicle or able to make equivalent travel arrangements
- Educated to A level or equivalent, with a high standard of literacy and numeracy.

### Desirable Qualities:

Desirable qualities are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

- Have worked in a church, Christian and/or charity environment.
- Understands relevant legislation (health and safety, safeguarding, charity law) as it applies to church life.
- Experience and understanding of financial management and budget setting (of at least six figure sums), with a record of achieving appropriate efficiency savings.
- Experience of creating and maintaining websites and social media channels.
- Have recruited and supervised volunteers for church serving teams.
- Have been a part of or have worked with church teams.
- Participation in event management activities, delivering a quality activity to time and on budget.
- Educated to The BTEC Level 3 Extended Diploma or higher .