

Rivertree Trust
JOB DESCRIPTION



Post Title: Operations Manager
Reporting to: Senior Leader (Dan Lush)

37 Hours a week (potentially negotiable)
Salary: £34k to £35.8k pro rata (subject to experience)
Permanent Contract.

About RiverTree Trust:

RiverTree Trust exists to oversee and administrate the work of Community Church Huddersfield, to own and operate the Jubilee Centre as a place of worship and community centre in Paddock. It supports all the associated community projects and activities under the community outreach called The Branch.

Role:

The Operations Manager oversees and manages the day-to-day activities of RiverTree Trust. As leader of the operations team, they help to practically facilitate the vision and strategy set out by the Core Leadership Team. This includes managing Jubilee Centre and providing operational support to all ministries across the organisation including The Branch.

The Operations Manager also performs the role of company secretary for the trust and supports the company in meeting its legal and regulatory requirements.

Skills and Competences:

The successful candidate will be able to demonstrate

- That they understand and will work in accordance with the church's vision and core values.
- That they are capable of managing and working in teams.
- Confidence in the use of IT systems and software together with an ability to problem solve and learn new skills.
- That they are a person of initiative and accountability.

Responsibilities:

- **Staff & HR Management**
 - Line Manage (inc. performance and sickness management, annual leave, training, wellbeing) and be accountable for:
 - Front Office Administrator
 - Finance Administrator

- Cleaner(s)
 - Bookkeeper
 - JC Volunteers
- Provide HR support to Senior Leader and Branch manager.
- Report staff issues, grievances, health & safety and potential disciplinary/gross misconduct issues to Trustees, and according to policies in place.
- Follow RiverTree recruitment process in relation to the recruitment and safe recruitment of staff & volunteers, and ensure contracts and terms are in place for all employed staff.
- Maintain staff handbook and its policies, updating when prompted by Trustees. Also, proposing changes or improvements to policies and procedures where appropriate.
- **Company Secretary**
 - Plan and attend all Trustees meetings. Prepare agendas and collect and make available necessary reference material in advance of these meetings.
 - Ensure that minutes of these meetings are recorded, circulated and checked for accuracy.
 - Manage the Trust's relationship with the relevant governing bodies and ensure appropriate reporting to and updating of data held by these bodies within legal time frames:
 - Represent the operations team on the Health & Safety Steering Group
 - Highlight compliance concerns to the Trustees (GDPR, Buildings, Safeguarding, Recruitment, Food Hygiene etc.)
 - Contact professional bodies as and when necessary, on behalf of the Trustees for advice on issues
 - Respond to legal, employment and Health & Safety incidents on behalf of the trust
- **Jubilee Centre Facilities Management**
 - Be accountable for the day-to-day operation, security and maintenance of Jubilee Centre and its mechanical, electrical & HVAC facilities.
 - Ensure that Jubilee Centre is staffed during office hours

- Negotiate Utilities contracts at the site and monitor usage and ensure correct billing against usage.
 - Provide key holder support. Manage a key holder database and training schedule, document best practice policy for key holders and give feedback and follow up around non-adherence to policy.
 - Oversee the use of the centre including room hire, room rates, resources, and suitability.
 - Work with Front Office Administrator to ensure buildings compliance and highlight compliance issues and risks to Trustees, taking responsibility for remedial action following Trustees' decisions.
 - Prepare a budget for the contracted, regular and ad-hoc expenditure at Jubilee Centre and monitor this expenditure against budget.
 - Oversee the renovation and development of Jubilee Centre (Project: Home) either indirectly (line management responsibility) or directly as Project Manager. Exact details TBC in conversation with Trustees and CLT.
- **Technical Operations**
 - Manage and maintain user IT environment with possible help from a third party.
 - Manage the using of current software systems and procurement of new systems when appropriate.
 - Facilitate technical support for staff and volunteers with the possible help from a third party.
 - Provide support for the tech team.
 - Procurement – Source appropriate new hardware and software with possible help from a third party.
 - Point of contact for maintaining the phone system.
 - Responsible for keeping IT infrastructure legally compliant (particularly regarding GDPR) and report compliance issues and risks to Trustees.
 - Manage the web hosting and web domain names estate with possible support from a third party.

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- Negotiate best value and quality broadband service and site wireless internet provision.
- **Finance**
 - Work alongside the finance administrator and treasurer, to oversee the finances of RiverTree Trust including quarterly reporting and grant tracking.
 - Prepare the annual budget with input from the Core Leadership Team, trustees, ministry area leads, operations and Branch teams.
 - Pay Bills and expenses.
 - Run monthly payroll for staff including required submissions to HMRC.
- **Willow Lane Houses**
 - Work with the operations and volunteer team to ensure the Trust meets all its compliance requirements as the landlord of four houses in Willow Lane, Birkby.
 - Maintain relationship with tenants, currently Happy Days UK.
 - Respond to issues that pose a risk to the Trust or its stakeholders. Make the Trustees aware of these risks and issues.

Hours of work

- 37 hours a week (potentially negotiable) – exact working hours to be agreed with the Senior Leader. (Jubilee Centre office hours are 9am – 4pm Mon-Fri and 9am – 3:30pm Friday)
- Regular Trustees' meetings occur five times a year on an evening. You may also be asked to attend some leadership meetings out of hours. For these meetings, time may be taken off in-lieu.

Place of work

- The normal place of work will be Jubilee Centre, Paddock, Huddersfield. HD1 4SH Occasional remote work possible in conversation with line manager and operations team.

Salary: £34k to £35.8k Pro Rata (subject to experience)

- Probationary Period of 3 months

Holidays:

25 days paid holiday pro rata plus bank holidays.

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Occupational Requirement

This role has an Occupational Requirement to be a Christian, as permitted under Schedule 9, Part 1, of the Equality Act 2010. This will be demonstrated by a commitment to supporting the Evangelical Alliance Statement of Faith. Due to the core responsibilities of the role, the candidate should, if not already, be an active member of Community Church.

Start Date: December 2024 to February 2025 (dependant on any required notice period from current employment)

Application Timeline:

To apply for the role, please send a cover letter to introduce yourself and tell us why you would be great for the role, and an up-to-date CV (including details of two referees - one personal, one professional) via email to: dan.lush@cchud.co.uk

- Deadline for applications: 22nd November 2024
- Interviews to take place: weeks commencing 25th November & 2nd December 2024

For any further information about the role please contact dan.lush@cchud.co.uk