



Application Pack for two posts

DIRECTOR OF OPERATIONS

and

OPERATIONS MANAGER

As the Father has sent me, so I send you.

John 20.21



A MESSAGE FROM NICHOLAS HENSHALL DEAN OF CHELMSFORD

Thank you for your interest in the two posts of Director of Operations and Operations Manager here at Chelmsford Cathedral. These are two separate but related posts which we are advertising at the same time. Candidates are welcome to apply for both posts. In the following pages you will find an introduction to Chelmsford Cathedral and the details of both posts. I would also be delighted to talk to you and answer any questions you may have.

INTRODUCTION

“As the Father has sent me, so I send you” (John 20.21). This has been the text that has shaped the mission and ministry of Chelmsford Cathedral over the last five years. We have been working together to serve the networks of the city, county and diocese in creative and imaginative ways and sought to use our building genuinely as space for everyone.

At this point in our journey, we are looking for a new Director of Operations and to appoint to the new post of Operations Manager. Together these posts will ensure the effective running of the operational life of the Cathedral, the functions of the Cathedral Office, and support the funding streams that enable us to develop and deliver the mission and ministry of the Cathedral.

Cathedrals are currently at the forefront of mission in the Church of England, and exciting places to work. It would be great to hear from you if you feel that God is calling you to join in this work.

With my thanks and best wishes.

A handwritten signature in black ink that reads "Nicholas" with a long horizontal line extending to the right.

August 2019

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DIRECTOR OF OPERATIONS / OPERATIONS MANAGER AT CHELMSFORD CATHEDRAL

Chelmsford

Chelmsford is one of the newest cities in the UK and is a great place to live - a vibrant city centre with easy access to London (35 minutes to Liverpool Street Station) to the west and the Essex countryside and coast to the east.

The Cathedral is at the geographical centre of the region and is home to thriving congregations which continue to develop. But the wider challenge for the Cathedral is how a small cathedral, punching above its weight and seeking to make a difference, can serve a large and complex region and the wider networks of the Diocese.

Mission and ministry

The mission and ministry of the Cathedral are rooted in John 20.21: "As the Father has sent me, so I send you" and is expressed in the four themes of the Strategic Plan - the Cathedral as:

- a thriving, outward facing community
- the church of the Bishop
- a community shaped by worship
- public space for everyone

The Cathedral - as the national church's free gift to the diocese - seeks to use its resources in the service of the networks of the city, diocese and region, delivering much of its ministry through the strength of its partnerships.

The Director of Operations is the senior lay member of the Cathedral staff, managing a wide portfolio of responsibilities and leading a gifted and committed team working in the Cathedral office and in the Cathedral building.

You can find out more information about Chelmsford Cathedral by visiting the website (www.chelmsfordcathedral.org.uk). To arrange an informal conversation with the Dean please contact Marion Palmer at marion.palmer@chelmsfordcathedral.org.uk or on 01245 294492.

DIRECTOR OF OPERATIONS

JOB DESCRIPTION FOR THE POST OF DIRECTOR OF OPERATIONS

Part Time: 25 hours a week

Starting salary: £28,675

Overall Responsibility

To assist the Cathedral Chapter in developing overall strategy and to oversee the day-to-day operations of the Cathedral.

Accountable to: the Dean

Key tasks:

Strategic

- To work with the Cathedral Chapter in a creative exploration of future possibilities
- To oversee essential timeframes, milestones and objectives
- To review current staffing in the light of future strategy

Executive

- To lead, manage, motivate and empower staff and volunteers
- To oversee the day-to-day operations of the Cathedral according to the values, standards and budgets agreed by Chapter and the Cathedral's Constitution and Statutes
- To ensure effective management, use and future development of all the Cathedral's assets, including the Cathedral, Chapter House and the Cathedral Office
- Build relationships with other Cathedrals and relevant national church bodies
- To ensure that there are effective channels of communication internally and externally

Administrative

- To attend meetings of the Chapter and other meetings as appropriate
- To ensure compliance with current legislation and good practice
- *Ex officio* member of the Finance Committee and the Works Committee

External

- To oversee the Cathedral's public relations and media activities and act as a Cathedral spokesperson as appropriate
- To contribute to and develop the Cathedral's fundraising strategy
- To ensure engagement and good communication with the Cathedral community, including the congregation, volunteers and other stakeholders

The first 12 to 18 months:

You will join the Cathedral at a time of significant development in the team. You will therefore have a key role in shaping the team going forward. It is therefore essential that you are comfortable with elements that are provisional and are happy to review your job description with the Dean and other stakeholders on a regular basis in the first 18 months. The post is subject to the standard six month probationary period.

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**PERSON SPECIFICATION
FOR THE POST OF DIRECTOR OF OPERATIONS**

Qualifications and training	<ul style="list-style-type: none"> • Graduate or equivalent experience
Experience	<ul style="list-style-type: none"> • A demonstrable track record of strategic leadership and delivery • Working at board level or working closely with boards • Managing a staff team effectively • Experience of delivering a substantial change programme, including the development of a new ethos and culture • Working in partnership with external stakeholders • Experience of the structures and life of the Church of England or a similar institution
Knowledge and skills	<ul style="list-style-type: none"> • Strong skills in communications, both written and oral, and an ability to express complex matters clearly and simply • Ability to develop an encouraging team ethos for paid staff and volunteers • Strong analytical powers with matching judgment • Managing budgets • Developed people skills and personal impact, with an ability to engage comfortably with all users of the Cathedral • Knowledge of essential management processes such as appraisal, and the requirements of employment law
Personal qualities and attributes	<ul style="list-style-type: none"> • Absolute integrity • Good listener with the ability to reflect critically upon different perceptions of the Cathedral, both internally and externally • A willingness to support and model collaboration, and participate effectively in a team culture • Professionalism, enthusiasm and ability to lead with confidence and warmth • Exhibit an understanding of and a commitment to the Christian values which inform the life and work of the Cathedral
General	<ul style="list-style-type: none"> • Be prepared on occasion to work outside normal office hours (for which time in lieu is granted) • Comfortable working in a multi-disciplinary team of lay staff and clergy with a range of different skills and gifts, and understanding their different roles and working patterns • A satisfactory enhanced Disclosing and Barring Service disclosure is required for this post • Exhibit a commitment to the Cathedral's sense of purpose and vision, and to taking as full a part as possible in the Cathedral community, mission and outreach • A committed member of a Christian denomination which is in sympathy with the Church of England's life and mission. This is a genuine occupational requirement for this post

OPERATIONS MANAGER

JOB DESCRIPTION FOR THE POST OF OPERATIONS MANAGER

Full Time: 35 hours a week

Starting salary: £21,330

Overall Responsibility

To assist the Director of Operations in all areas of their responsibilities.

Accountable to: the Director of Operations

Key tasks:

Administrative

- To provide administrative support to the Director of Operations
- To cover for the Director of Operations in their absence
- To ensure effective organisation of a wide range of committee meetings and provide administrative support
- To support the work of the Cathedral's Safeguarding Officer and the Cathedral's Volunteer Coordinator

Compliance

- To ensure that all buildings, compliance and risk records are up to date and maintained
- To organise the rolling programme of training for staff and volunteers and maintain training records

Office Management

- To ensure the smooth and efficient management of the Cathedral Office
- Manage bookings for the Cathedral and relationships with the relevant contractors and suppliers
- Manage the relevant contracts and servicing of the systems within the office including telephone, IT and printing
- To manage the record keeping and archiving within the office and ensure that information is managed in a timely way

General

- To be accountable for their own development through the appraisal process seeking out opportunities to learn new skills

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**PERSON SPECIFICATION
FOR THE POST OF OPERATIONS MANAGER**

Experience	<ul style="list-style-type: none"> • Management of files and information systems • Working in a business / office environment
Knowledge and skills	<ul style="list-style-type: none"> • Formal vocational / professional qualification in Business and Administration or the relevant previous work experience • Understanding/appreciation of the work and mission of the Cathedral • Excellent interpersonal and communication skills • Flexible, customer focused approach, able to prioritise and initiate own workload proactively and maintain confidentiality • Good team player, ability to build relationships • Able to work on own initiative and solve problems • Good decision making skills, able to work with autonomy and to be accountable • Influencing and negotiating skills • Multi-tasker • Well organized and attentive to detail • Intermediate to advanced IT skills
Personal qualities and attributes	<ul style="list-style-type: none"> • A willingness to support and model collaboration, and participate effectively in a team culture • Professionalism, enthusiasm and ability to lead with confidence and warmth • Exhibit an understanding of and a commitment to the Christian values which inform the life and work of the Cathedral
General	<ul style="list-style-type: none"> • Be prepared on occasion to work outside normal office hours (for which time in lieu is granted) • A satisfactory enhanced Disclosing and Barring Service disclosure is required for this post • Exhibit a commitment to the Cathedral’s sense of purpose and vision, and to taking as full a part as possible in the Cathedral community, mission and outreach

APPLICATIONS

Candidates should submit their CV along with a letter of application and the names and contact details of two referees. If you are applying for both posts, please submit two separate letters of application.

Applications must be received by 5.00 pm on Thursday, 12 September. Please send applications by email to marion.palmer@chelmsfordcathedral.org.uk. You should be available for interview on Wednesday, 18 September.

You can find out more information about Chelmsford Cathedral by visiting the website (www.chelmsfordcathedral.org.uk). To arrange an informal conversation with the Dean please contact Marion Palmer at marion.palmer@chelmsfordcathedral.org.uk or on 01245 294492.

If you are invited for interview you will be asked to produce evidence of your eligibility to work in the UK. Offers of employment are subject to satisfactory reference and a Disclosure and Barring Service (DBS) check.



www.chelmsfordcathedral.org.uk
Tel: 01245 294492

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CHELMSFORD CATHEDRAL - STAFFING CHART (with statutory committees)

