Job Description for: Operations Hub Manager,

Priority Communities Network, Central Bristol Cluster

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| **JOB SUMMARY:** | The Operations Hub Manager will support clergy, PCCs and lay teams with logistical planning and organisation of a cluster of three parish areas that are part of the Priority Communities Network (PCN) in Central Bristol (Based in St Paul’s & Eastville, Barton Hill, and Fishponds).  This is part of an exciting transformation programme that is investing in, and exploring, new ways to support and enable the growth of churches in our Priority Communities. We’re looking for an Operations Hub Manager with excellent administrative and organisational skill, who is flexible and adaptable, and invested in this growth programme. |
| **REPORTS TO:** | Line managed by: Rev Lizzie Kesteven, (Vicar, St Mary’s Church, Fishponds).  Task management shared with the clergy from the parishes in the above cluster. The PCN Project Officer will be the Diocesan PCN team point of contact & support. |
| **TERMS** | Salary: £27,000 to £30,000 FTE, (Actual £20,340 to £22,500 based on 0.75 FTE)  This is a fixed term contract funded until 31st Dec 2028. The role is 28.25 hours per week. The employer is St Mary’s Church, Fishponds, however the role is split equally supporting and serving at St Agnes/St Anne’s (in St Paul’s/Eastville), St Luke’s (Barton Hill), and St Mary’s (Fishponds).  There will be the need for some out of normal office hours working (e.g. to attend some PCC meetings/parish events), for which time off in lieu will be granted. The role will involve working from, and travel across the above parishes, and wider Diocese. As public transport to outlying areas is limited, access to own private transport is a requirement. Travel expenses will be reimbursed in line with the PCCs’ Expenses Policies.  This role involves working in environments with adults at risk of harm and children and therefore the position holder will be required to have a basic DBS check. |
| **KEY RELATIONSHIPS** | * Clergy, PCCs, Lay Leaders, church administrators, and church members in the local cluster of ‘Priority Communities’ Parish Churches. * The Dean of Priority Communities * Diocese of Bristol Priority Communities Network Team. * Diocese of Bristol Transformation Team * Other PCN Operations Hub Managers |

*The roles below describe the breadth of work that is likely to be needed across this cluster of PCN churches. However, each of the different churches will have different priorities and needs at different times, so the post holder is* ***not*** *expected to undertake all the role below in all of the churches, at the same time.*

**Communications**

This is a key priority for this role as the parishes are looking to increase their online and social media presence.

* Supporting the vicar and lay leaders with management of marketing communications channels including emails, social media, events calendar, and website.
* Creation of marketing and communications media.

**Operations**

Develop & implement processes to enable the smooth running of church activities.

* Support the churches to be compliant in safeguarding, health and safety, accessibility, insurance, and data protection, establishing policies and procedures and working with context leaders to ensure they are adhered to.
* Supporting with the implementation and maintenance of data management systems and effective administration (i.e. ChurchSuite, church registers, consent forms, record keeping).
* Supporting Parish Safeguarding Officers with safer recruiting, and DBS checks.
* Supporting church teams with planning and co-ordinating church & community events.
* Being a welcoming, compassionate presence when working in the parish offices, offering appropriate pastoral support for those coming to the office who may be bereaved or need signposting for other support.
* To offer basic support and guidance about Christian weddings and baptisms.
* Being available to offer additional support when required with activities such as outreach events, Alpha, welcome spaces and toddler groups.

**Facilities and Buildings**

Management of church buildings and spaces.

* Supporting the parish clergy, church wardens with the management of the buildings; including liaising with contractors, utility providers, waste removal and cleaning companies.
* Manage room bookings and hire; liaising with internal and external vendors, dependant on needs of individual church contexts.
* Co-ordinate building projects, general repairs and maintenance, where required.

**Finance**

Supporting the Clergy, Parish Treasurers and PCCs with managing parish finances.

* Grant funding applications and grant monitoring reports.
* Oversight and management of PCN funded ministry budget alongside Vicar & Treasurer.
* Supporting Treasurer with tracking Parish finances and bookkeeping where needed.
* Supporting the provision of financial reports for PCCs and Diocese PCN team.
* Upholding the financial regulation policies.
* Supporting Treasurers in processing giving and claiming gift aid.

**Governance & HR**

Ensuring the churches fulfils its reporting duties and complies with employment law.

* Supporting parish officers with reporting to the Diocese on finances and statistics.
* Supporting the preparation of reports for Annual Parochial Church Meetings.
* Encouraging a programme of development for church staff.
* Oversight of recruitment of new staff from initial interview to final employment.
* Supporting the church Treasurer with managing payroll.
* Organising induction and training to ensure churches maintain a safe environment, Including fire, H&S, policies, systems, etc.
* Supporting office interns/apprentices and volunteers in the development of admin skills.
* Attending PCC meetings where needed.

**Priority Communities Network**

Connecting and sharing learning with the Priority Communities Team and Network.

* Working with the Diocese PCN Project Officer and parish teams to capture metrics and measurements across agreed areas of activity.
* Playing an active part in the PCN Operations Hub Managers Network, attending the monthly Meetings, sharing learning, and being willing to adapt and develop the role of Operations Hub Manager in light of this shared learning.

**Person Specification**

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| **Experience** | |
| **Essential Criteria** | **Desirable Criteria** |
| * Creation and management of social media content. * Line management * Budget management * Project management experience * Writing and implementing policies * Understanding of Church of England structures. | * Practical experience working in an Anglican church * Management of church database software (ie. ChurchSuite) * Experience of DBS application process * Grant writing & review |
| **Skills and Abilities** | |
| **Essential Criteria** | **Desirable Criteria** |
| * Able to prioritise competing demands. * Excellent computer literacy, with good knowledge of MS Office packages. * High attention to detail * High level of confidentiality * Use of Canva or other software for the creation of advertising and social media. * Website management * Able to work on own initiative, to identify problems and find solutions quickly. * Practical and able to learn new skills as required. | * Strategic thinker |
| **Personal** | |
| **Essential Criteria** | **Desirable Criteria** |
| * To be respectful and comfortable with the Christian ethos and objectives that underpin our work * A heart for local churches particularly in areas of social disadvantage * Self-motivated * Flexible and adaptable * Good interpersonal skills | * Understanding of the challenges faced in areas of high deprivation |

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| **Other** |  |
| **Essential Criteria** | **Desirable** |
| * Flexibility to work some evenings and weekends. * Ability to travel (across the cluster of parishes and the Diocese) is an essential requirement, as there is limited access to public transport. |  |

**Safeguarding**

The Parish churches and Diocese of Bristol are committed to safeguarding, safer recruiting practice and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

If you would like further details, or to talk through any questions regarding this role, please contact: Rev Lizzie Kesteven: [lizzie.kesteven@live.co.uk](mailto:lizzie.kesteven@live.co.uk)

**How to apply**

Applications should be made by completing the application form, which is available at: <https://www.bristol.anglican.org/aboutus/vacancies-xdb/parish-vacancies/>

**Send all applications to**: [jobs@bristoldiocese.org](mailto:jobs@bristoldiocese.org)

**Closing date:** Monday, 9th June 2025 at 9:00am

**Interviews**: Thursday, 19th June 2025

*The Diocese of Bristol is committed to being a fair, respectful, and inclusive organisation. We believe that diversity enriches us and are dedicated to the promotion of equality where all are able flourish. Disabled people, and those from global majority heritage are currently under-represented in our organisation and we welcome applications from within these groups.*