

Job information pack

Director of Operations

A strategic operational leadership role supporting mission, growth, finance, governance and well-run parish buildings at Christ Church Brixton Road and St Matthew's.



Closing Date: 8th November 2026. Applications will be reviewed on a rolling basis and the vacancy may close earlier if a suitable candidate is appointed

Interview Date: Arranged on a rolling basis as suitable applications are received

Dear Applicant,

I am delighted that you have expressed interest in the role of Director of Operations based at Christ Church Brixton Road and St Matthew's, Elephant and Castle, and I hope that you will find the information provided in this pack helpful.

This is an exciting opportunity to join our leadership team as we seek to deliver our vision to consolidate and grow worshipping communities across Brixton, Elephant and Castle and the wider communities we serve.

Our vision is rooted in evangelism, cultural diversity, pastoral service and the pursuit of social justice. We are looking for someone who can help turn that vision into strong operational systems, wise stewardship, healthy governance and sustainable growth.

If you are a collaborative operational leader with the enthusiasm, judgement and experience to help a growing church community flourish, then we would be delighted to hear from you.

This is a key strategic role working across Christ Church Brixton Road and St Matthew's, Elephant and Castle and will drive improvements and new approaches in both locations. We will be reviewing applications on a rolling basis and may close this opportunity early if we find the right candidate.

If you would like an informal discussion about the role, then please feel free to contact me.

Yours sincerely,

Revd Dr Hugo Adán Fernández
rector@stmatt.co.uk



The Diocese of
Southwark

Diocesan Staff Purpose

To lead, enable, serve, support, and enable the mission of God as it is worked out in the parishes, deaneries, schools, and communities of the Diocese of Southwark.

Diocese of Southwark Job Description

Job Title:	Director of Operations
Reporting to:	Revd Hugo Adan
Responsible for:	Parish Administrators, the Fundraising Manager and other parish/project staff as agreed; coordination of relevant volunteers, contractors and suppliers
Location:	Christ Church Brixton Road, 90 Brixton Rd, London SW9 6BE
Key Relationships:	Incumbent, Churchwardens, Church Leadership Team, PCC, Finance Committee, parish staff, tenants/hirers, community partners and Diocese of Southwark Project Team

Background to the job

This is an exciting opportunity for an experienced manager to join our leadership team as we seek to deliver our vision to consolidate and grow worshipping communities at Christ Church Brixton Road, working in close partnership with St Matthew's, Elephant and Castle. Together these parishes serve richly diverse communities and are seeking to grow as Christ-centred, outward-focused churches rooted in cultural diversity, pastoral service and the pursuit of social justice.

This is part of the wider diocesan Southwark Vision, to be Christ Centred and Outward focussed, identifying ways in which we might enable God's church to grow, especially in our own rich and diverse context. The project is funded through the initiatives supported by the National Church, aiming to build a flourishing future for all of our parishes and communities

Our vision is to build vibrant, interconnected and missionary communities rooted in the Gospel: communities where people are welcomed, disciples are formed, local lay leadership is developed, and the gifts of our diverse neighbourhoods are released for the common good.

The Director of Operations will play a key leadership role in building and delivering the operational capacity required for this next stage of growth. The postholder will not simply "do everything"; rather, they will lead, prioritise, co-ordinate, delegate and build the systems that allow mission, ministry and parish life to flourish sustainably.

Job Purpose / Summary

The Director of Operations will work closely with the Incumbent, Churchwardens, PCC, staff team and Diocese of Southwark Project Team to turn vision into practical delivery. The role is both strategic and hands-on, with a clear focus on five priority areas: leadership, finance, governance, parish HR and facilities.

The successful candidate will bring the experience, judgement and leadership needed to lead strategic change while delivering operational clarity, financial discipline, good governance, healthy staff processes and well-managed buildings, so that the parishes can focus their energy on worship, discipleship, mission and service

Key Responsibilities

The role has been focused around the following priority areas.

1. Leadership

- Serve as a member of the Leadership Team and attend PCC and Standing Committee meetings as required.
- Translate the parishes' vision into realistic operational plans, timelines, systems and reporting rhythms.
- Co-ordinate staff, administrators, volunteers, contractors and external partners so that responsibilities are clear and work is delivered well.
- Strengthen internal communications, office systems and operational processes, including the effective use of ChurchSuite and other shared tools.
- Build constructive working relationships with the Diocese of Southwark Project Team, tenants, hirers, community partners and other external stakeholders.
- Lead or co-ordinate specific operational projects as directed by the Incumbent and PCC, ensuring appropriate planning, accountability and risk management.

2. Finance

- Work with the Honorary Treasurer, Finance Committee and budget holders to support annual budgeting, budget monitoring and financial planning.
- Ensure that staff and project leads understand and work within agreed budgets, with clear and timely reporting to the Incumbent, Treasurer and PCC.
- Strengthen day-to-day financial processes, including invoicing, payment authorisation, income from tenants and hirers, records and audit trails.
- Manage or co-ordinate grant application processes and all necessary reporting to PCC, the Diocese and grant-making bodies, including SDF-related reporting where required.
- Oversee the operational logistics for Vision and Giving Sunday, ensuring that the giving pathway is clear and that Gift Aid and data protection requirements are met.
- Line manage the Fundraising Manager where applicable, ensuring fundraising activity is aligned with the parishes' strategic priorities.

3. Governance and compliance

- Lead on compliance processes, ensuring that procedures and policies are implemented in line with statutory, charity, Church of England and diocesan requirements.

- Keep up to date with changing legislation and good practice affecting church assets, charities, employment, data protection and buildings, making appropriate recommendations to the Incumbent, Churchwardens and PCC.
- Ensure timely preparation and filing of annual reports, accounts and returns for the relevant parish charities, funds and governance bodies.
- Lead on GDPR compliance and advice, ensuring regular data audits and appropriate record-keeping are undertaken.
- Develop, maintain and regularly review the parishes' Risk Register, ensuring that key risks are visible, owned and appropriately mitigated.
- Ensure that operational systems support safeguarding, health and safety and good governance, working alongside the relevant parish officers and diocesan advisers.

4. HR (Parish only)

- Manage and develop the HR functions for parish-employed or parish-managed staff only, ensuring that policy and practice support the vision of the church and reflect good practice.
- Support recruitment processes for parish roles, including job descriptions, advertisements, short-listing, interviews, offer letters, references and pre-employment checks.
- Co-ordinate induction, probation, annual appraisal, leave records, sickness absence and staff development processes for parish staff.
- Keep the Staff Handbook and relevant parish HR policies up to date, in consultation with the Incumbent, PCC and diocesan HR advisers as appropriate.
- Support the sensitive management of disciplinary, capability, grievance, exit and redundancy processes when applicable, ensuring that the Incumbent, PCC and Diocese are appropriately involved.
- Administer or co-ordinate payroll and pensions processes for parish staff where applicable, ensuring that relevant statutory and diocesan requirements are met.

5. Facilities

- Oversee the management of facilities at both St Matthew's and Christ Church Brixton Road in line with strategic priorities, health and safety legislation and good stewardship of parish assets.
- Oversee facilities bookings, lettings and room-use systems, ensuring the smooth running of the parishes and a good experience for hirers, tenants and community users.
- Work with Parish Administrators to develop and review maintenance schedules, supplier contracts, work plans and budgets.
- Manage effective procurement relationships for services and products, agreeing service levels and ensuring value for money.
- Ensure that health and safety policies and procedures are implemented, including line management or close co-ordination with the Health and Safety Officer where applicable.
- Support the effective management of leases, licences, tenant relationships and building-use agreements at St Matthew's and Christ Church Brixton Road.
- Advise on and implement risk management in relation to buildings, contracts, suppliers, lettings and shared use of parish premises.

Safeguarding

- Work with the Incumbent, Parish Safeguarding Officers and relevant diocesan advisers to ensure that safeguarding policies and procedures are current, implemented and embedded across parish activities, and that appropriate safer recruitment, DBS and training requirements are met.
- Commitment to safeguarding, ensuring team members and volunteers have valid DBS checks and are fully trained and equipped.
- Ensure that robust safeguarding practice is fully embedded in all aspects of the parishes work.
- Risk management, including preparing risk assessments for activities and events.
- Plan for and integrate young people with additional needs.

Diocese Safeguarding Policy

The Diocese of Southwark is committed to the safeguarding of children, young people and adults and for many years this commitment has been at the heart of our work across the parishes.

All staff are expected to take part in relevant training, and to follow the relevant policies and procedures that will contribute to making the diocese a safe place for those in our parishes, schools and communities

In accordance with the Church of England Safeguarding Policy, our Diocese is committed to:

- promoting a safer environment and culture
- safely recruiting and supporting all those with any responsibility related to children, young people and vulnerable adults within the church
- responding promptly to every safeguarding concern or allegation
- caring pastorally for victims/survivors of abuse and other affected persons
- caring pastorally for those who are the subject of concerns or allegations of abuse and other affected persons
- responding to those who may pose a present risk to others
- Full details of our Safeguarding Policy are contained with the Diocese of Southwark's, "A Safe Church", which can be found on our website, [Diocesan policies and procedures - The Diocese of Southwark](#)

This includes our commitment to Safer Recruitment, and our policy to abide by the Church of England's requirements contained in the Safer Recruitment and People Management Guidance, [Safer Recruitment and People Management Guidance | The Church of England](#)

You can find a copy of our Whistleblowing Policy and Recruitment of Ex-Offenders Policy on our website, [Vacancies - The Diocese of Southwark](#).

This role requires an Enhanced DBS check (with checks against the Barred Lists)

This role is exempt from the Rehabilitation of Offenders Act.

Applicants are asked to complete and submit the Church of England Confidential Form, which gives applicants the opportunity to disclose details of any convictions, cautions, final warnings and reprimands which are not protected i.e. not eligible for being filtered out in accordance with the [DBS filtering rules](#), and will be displayed on an enhanced DBS certificate.

A Confidential Declaration Form will need to be submitted at the same time as an application for this role. This form is included as part of the application process through the Church of England's Pathways application management system.

Person Specification

Essential	Desirable
Experience and qualifications	
3+ years in an operations, project management, church, charity or comparable leadership role.	Knowledge of the workings and structures of the Church of England.
Proven ability to translate vision into operational plans, systems, timelines and clear accountability.	
Solid finance experience, including budgets, reporting, fundraising systems, grant applications / funder reporting, expenditure control and financial processes.	
Strong change-management experience, with demonstrable ability to design, own and implement new systems and strategies while bringing staff and volunteers with them	
Demonstrated experience of governance, compliance, risk management and accurate record-keeping.	
Experience of managing, supporting or co-ordinating staff, volunteers, contractors or project teams.	
Experience of improving operational systems and processes in a busy organisation.	
Facilities management experience, including knowledge of health and safety legislation.	
Skills/Aptitudes	
Excellent verbal and written communication skills, with the ability to communicate at all levels with tact, clarity and diplomacy.	The ability to speak and/or understand Spanish is not essential but would be beneficial.
Strong negotiating, influencing and relationship-management skills, especially with external partners, tenants, suppliers and community stakeholders.	
Exceptional time management, judgement and ability to prioritise in a complex and growing environment.	
Confident user of Microsoft Office and open to using Mac, Google Workspace, ChurchSuite/CRM and other digital systems.	
Experience working in a multicultural and/or bilingual church or community context.	

Ability to produce executive reports, action plans and strategy documents for senior leaders and governance bodies.	
Experience of managing building lettings, leases, licences or tenant relationships.	
Character and personal qualities	
A vibrant and deepening relationship with Jesus Christ, resourced by prayer, Scripture and the life of the Church.	
A heart for the worship of Jesus Christ and for the growth of local church communities.	
A commitment to cultural diversity, pastoral service, social justice and the formation of disciples and lay leaders.	
Calm under pressure, resilient, discreet, trustworthy and able to work with appropriate confidentiality.	
Collaborative, practical and solutions-focused, with the ability to hold strategic vision and operational detail together.	



The Diocese of
Southwark

TERMS AND CONDITIONS

Director of Operations

A fixed term, full-time role funded until 31st July 2028

Outline terms and conditions

Employer

You will be employed by the South London Church Fund and Southwark Diocesan Board of Finance whose registered office is at Trinity House, 4 Chapel Court, Borough High Street, London SE1 1HW.

Normal Place of Work

Christ Church Brixton Road, 90 Brixton Rd, London SW9 6BE

Salary

The post has a salary of £45,000 per annum

Probation

The appointment is subject to the satisfactory completion of a six-month probationary period.

Hours of work

35 hours per week.

Holiday Entitlement

You will receive 26 days annual leave per annum, increasing to 31 days after 2 years' service. There is also an entitlement to 8 national bank holidays.

The leave year runs from 1st January to 31st December.

Sick Pay

Sick Pay is paid at full pay and half pay rates dependent on length of service, details of which are contained in the contract of employment. Where the right to Diocesan Sick Pay has not been established or it has been exhausted, then Statutory Sick Pay provisions will apply.

Season Ticket Loan

An interest free season ticket loan is available upon satisfactory completion of the probation period.

Cycle to Work Scheme

The Diocese is part of the scheme that enable staff to purchase a cycle and equipment for cycling to work, through a salary sacrifice scheme.

Pension

A non-contributory pension will normally be arranged with the Church Workers' Pension Fund, currently a 15% employer's contribution.

Employee Assistance Programme

A free and confidential employee assistance programme providing support to staff in a number of areas, including benefits advice, caring responsibilities, and counselling support is available 24 hours a day 7 days a week.

Working Expenses

Reasonable out of pocket expenses will be reimbursed.

Termination of Employment

During the six-month probationary period one week's notice is required on either side. Thereafter you will be required to give three months notice should you wish to resign and will receive a minimum of three months' notice.

Equality and Diversity

All staff are expected to demonstrate the value of 'Respect for All' and follow any guidelines and policies relating to equality and diversity, and equal opportunities.

Equal Opportunities

The Diocese has a strong commitment to equal opportunities and will not discriminate on the grounds of race, nationality, age, sex, disability, marital status, sexual orientation, religion or belief. Its employees are expected to abide by the Equal Opportunities Policy which embodies these principles.

Disciplinary and Grievance Procedures

Further details would be provided in the contract of employment that would be issued on appointment.

Health and Safety

Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

Confidentiality

Maintaining confidentiality and preserving the integrity of our work in the Diocese is very important. You will not, except as authorised by the Diocese, or as required by law or your duties, use, divulge or disclose to any person, firm or organisation any information about individuals, parishes or the Diocese, or other confidential information relating to the organisation, finances, parishes, dealing and affairs of the Diocese which may come to your knowledge during your employment.

Any Other Duties

A core value of Diocesan staff is collaborative team working. The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder, and you may be asked to perform any other duty as directed from time to time.

Background Information to the Diocese of Southwark

The Diocese of Southwark, founded in 1905, forms part of the Province of Canterbury in England and is part of the wider Church of England, in turn part of the worldwide Anglican Communion.

The Diocese covers fifteen Local Planning Authorities (in part or wholly).

The Diocese seeks to be a Christian presence and to share the Christian faith in each of its parishes through the mission and ministry of its clergy, congregations, schools and chaplaincies and works to promote the common good, with a particular concern for those most in need.

The Diocese of Southwark serves...

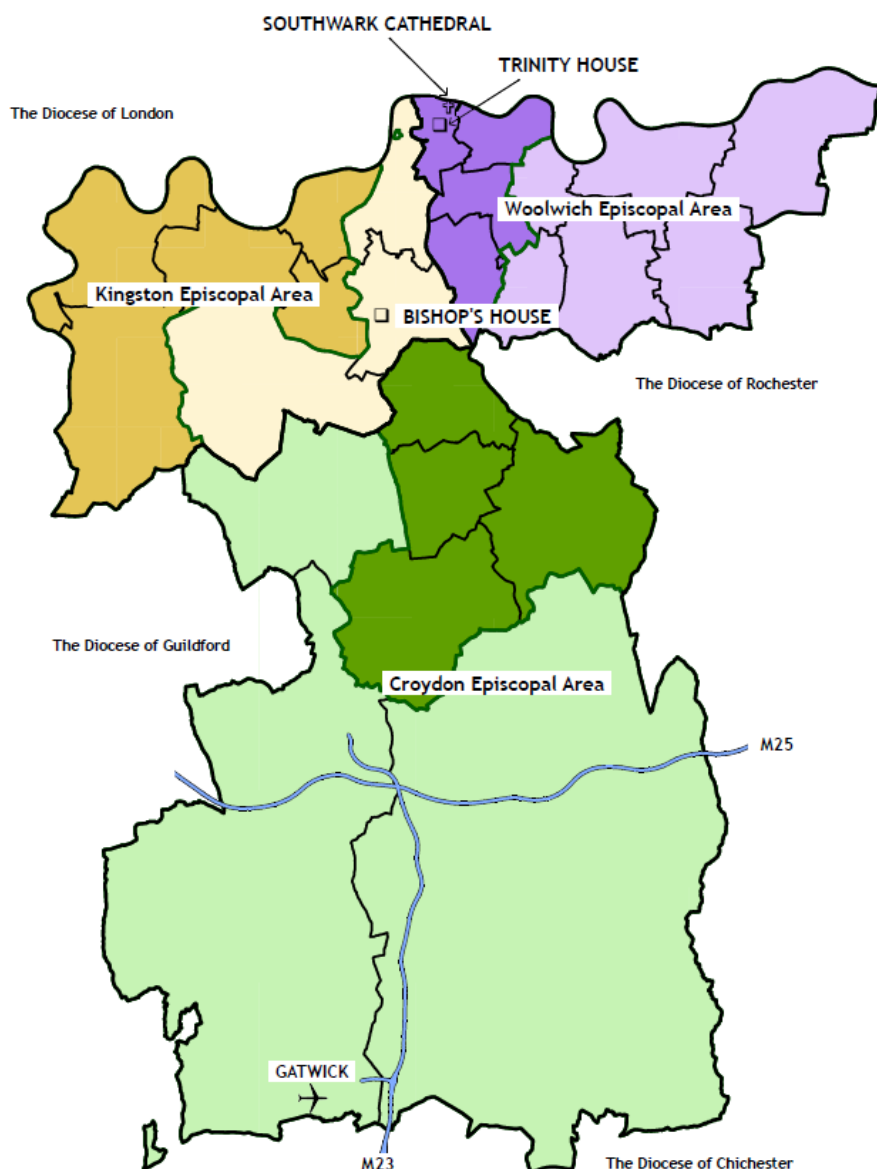


2.9 million people

in the **16** local authorities of South London and East Surrey

through **356** places of worship – a church of England presence in every community

and **103** church schools educating more than **37,000** young people



The Diocese is divided into six archdeaconries and twenty-five deaneries, overseen by the Bishop of Southwark, who is supported in his pastoral work in the Diocese by three area bishops, the Bishop of Kingston, Bishop of Woolwich, and Bishop of Croydon, as well as six archdeacons.

The statutory work of the Church and support to the parishes is provided by the staff of the Diocesan office, located in Trinity House, Southwark.

Trinity House and the Area Offices

Trinity House houses the Diocesan office where most of the executive and professional staff of the Diocese are based. Trinity House is under the overall direction of the Diocesan Secretary who reports to Bishop Christopher, our Diocesan Bishop. Trinity House is just off Borough High Street, within a quarter of a mile of Southwark Cathedral.

SOUTHWARK VISION 2024 – 2035

Christ Centred | Outward Focused

Southwark is a diverse and vibrant Diocese in so many ways, from the energy of the inner city to the beauty of the Surrey Hills. We are one of the largest Dioceses in the Church of England, serving the people of South London and East Surrey. We take joy in the distinctiveness and variety of God's gifts and people. You will find churches that offer welcome, care and dignity in Christ's name to their parishes; chaplains walking along side those in education, hospitals, and prison; and pioneering communities seeking to reach out and serve in new ways.

Our vision is founded on mutual commitment, speaking well of one another and walking together in the pilgrimage of faith. Supporting, encouraging, and resourcing each other in our common task, we seek to be a Diocese that is Christ centred and outward focused.

Our priorities are:



Parishes

We value all our parishes and are committed to enabling and serving them, so they can minister to the whole people of God in their local context.



Ministry

We will maintain the highest possible number of stipendiary clergy and grow our lay ministries. We will ensure that our parishes are served by well-resourced and well-supported clergy, including self-supporting ministers. We will continue to foster and grow our lay ministries including new pipelines for children and youth workers in ministry.



Growth

We will grow our existing churches, including revitalisation initiatives, and establish new worshipping communities. We want to see our Diocese surpassing pre-pandemic levels of attendance in the next five years, to include mixed ecology of worship patterns Sunday to Saturday and grow a further 10% by 2035.



Youth & Diversity

We are committed to becoming a younger, more diverse Diocese. We wish to see our churches evolve to better reflect the communities in which they serve and the gifts of the whole people of God.



Deepening our discipleship

Christ is at the heart of our faith and we will only grow by being intentional about going deeper in our journey with him, replicating our learning and sharing our resources.



Healing

We will seek God's healing for our communities and our world. Christ's call for healing and reconciliation requires us to grapple with many of the issues that we face including safeguarding, social justice, racial justice and care for creation.



The staff who work across the whole Diocese have a core purpose and values that set out their role in supporting the Diocese achieve its Vision and priorities. These are known under the banner of ‘Lead, Enable, serve’ and are summarised in the table that follows below.

DIOCESAN STAFF PURPOSE To serve, support, lead, and enable the mission of the God as it is worked out in the parishes, deaneries, schools and communities of the Diocese of Southwark.
DIOCESAN STAFF AIMS • To support our parishes and clergy so that they are energised, equipped, and empowered through specialist advice, leadership in ministry, training and development, good housing and by building effective relationships. • To meet our statutory and regulatory obligations, and to be proactive in leading and disseminating good practice. • To evaluate and allocate resources effectively, in line with the vision, aims, values, and policies of the Diocese. • To resource, and support mission and evangelism, vocational discernment, training, and ongoing development for lay and ordained ministries. • To ensure that all our structures, policies, practices and the way in which we communicate are fit for purpose now and in the future, through regular review and continuous improvement.
DIOCESAN STAFF VALUES • Effective Stewardship of resources • Collaborative Team Working • Respect for all • Transparent Accountability