



The Diocese of
Southwark

Job information pack

Director of Operations

An exciting role at the heart of the work of the Christ Church Brixton Road and the surrounding area, ideal for a person with strong relationship management skills and direct experience of guiding people and projects



**Christ
Centred**

**Outward
Focused**

Closing Date: 29th March 2026



The Diocese of
Southwark

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 establish and grow new worshipping communities within the Elephant and Castle and Brixton area.

We are excited by this project and hope that this will provide an opportunity for someone who is passionate about Church growth and development.

If you feel called to be part of this journey and have the necessary enthusiasm, skills and experience then we would be delighted to hear from you.

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:** Fundraising Manager, Children and Youth Worker and Worship Leader as well as staff at St Matthew's staff team including the Parish Administrator
- Location:** Christ Church Brixton Road, 90 Brixton Rd, London SW9 6BE
- Key Relationships:** Incumbent, Church Leadership Team, PCC, Diocese of Southwark Project Team

Background to the job

This is an exciting opportunity for a Director of Operations to play a key role in implementing “A Fruitful Future II: Strategic growth and cultural change in the large, diverse Diocese of Southwark”.

Specific projects have been identified in places across the Diocese of Southwark where there is a clear opportunity for growth and funding has been obtained from the Church of England's Strategic Development Funding to support these projects.

One of these places is at Christ Church, Brixton Road, working in partnership with St Matthew's, Elephant and Castle.

The Director of Operations is a key role in our leadership team in support of our work to realise our vision through the smooth running and coordination of all Church operations at Christ Church Brixton Road and supporting St Matthew's.

Job Purpose / Summary

This post is at the heart of our vision and we are looking for an experienced operational leader to manage the different aspects of running our parishes. There is a strategic component to the role, requiring the individual to work with the incumbent, other senior leaders and the PCC. There is a strong applied component to the role, with the individual responsible for developing and maintaining church systems and processes and ensuring compliance. There is also a people component, needing to lead and manage both staff and volunteers.

Key Responsibilities

The role covers a wide range of tasks, which fall into the areas outlined below.

HR

- Manage and develop the parishes' HR functions ensuring that policy and practice support the vision of the church and reflect best practice:
- Advise managers and PCC on HR best practice across a range of HR topics, including recruitment, performance management, employment practices, disciplinary and grievance processes
- Responsible for all Parish staff recruitment, ensuring that comprehensive job and person specifications are prepared, and advertisements are approved and issued. Facilitate short-listing process and arrange and participate in interviews
- Manage the job offer process, from preparation and issue of offer letters and contracts to taking up references, co-ordinating all other associated checks
- Facilitate the preparation of a comprehensive induction for new employees
- Update HR policies and processes ensuring the Staff Handbook is kept up to date
- Sensitively manage disciplinary, capability, exit and redundancy processes, when applicable
- Manage all leave arrangements including annual and sickness leave
- Manage the pensions provision for staff, ensuring that auto enrolment legislation is adhered to
- To administer the Parish payroll
- Administer staff annual appraisals

Facilities

- Oversight for managing the facilities at both St Matthew's and Christ Church in line with strategic priorities and Health and Safety legislation:
- Oversee facilities' booking, ensuring the smooth running of the parishes
- Working with the Parish Administrators, developing and reviewing strategy including work schedules and budget for maintenance, contracts and suppliers
- Working with the Parish Administrators to manage 'end to end' effective and efficient invoicing for hirers and tenants
- Manage effective procurement relationships for services and products and agree service levels
- Ensure that policies and procedures are implemented in line with health and safety guidelines including line management of the HSO
- Effectively manage all lease arrangements at St Matthew's and Christ Church
- Advise and implement risk management regarding supply contracts and agreements
- Oversight of all office systems, particularly ChurchSuite, ensuring ongoing staff training

Finance/Fundraising

- Working with the Hon. Treasurer, manage finance function and strategic development of planning and fundraising:
- Membership of Finance Committee
- Liaise with Hon. Treasurer and all budget holders in preparation of annual budget, and ensuring staff team adhere to their budgets
- Responsibility for managing logistics for Vision and Giving Sunday ensuring that giving 'pathway' is clear and all data protection/gift aid requirements are met
- Manage grant application processes and all necessary reporting to PCC and grant-making bodies
- To line manage the Fundraising Manager

Communications

- To line manage the Parish Administrator, ensuring that the parishes have clear internal and external communications

Governance and compliance

- Lead on compliance ensuring implementation of procedures and policies in line with statutory
- Keep up to date with changing legislation and laws affecting church assets and charities making
- Appropriate recommendations to leadership on changes and other relevant matters.
- Ensure timely filing of annual reports and accounts for the three charities/funds that the incumbent, Churchwardens and PCC are responsible for
- Lead on GDPR compliance and advice ensuring regular data audits are undertaken
- Develop and maintain the parishes' Risk Register

Specific projects

- Lead on specific projects as directed by the incumbent and PCC
- Occasional oversight of specific projects in the life of the church (e.g. Love Your Neighbour, Outreach fundraising, prison ministry)

Leadership

- Member of the Leadership Team
- In attendance at PCC and SC (Standing Committee)
- Develop the parishes' operational capability and capacity taking a lead on long-term planning so as to anticipate and minimise potential operational difficulties or disruptions
- Building relationship with/acting as point of reference for external groups

Management

- Working across both Churches, manage the staff team at Christ Church Brixton Road and St Matthew's

Person Specification

Essential	Desirable
Experience and qualifications	
3+ years in an operations or project management role	Knowledge of the workings and structures of the Church of England
An experienced project manager with a proven ability to juggle multiple projects with proactive problem-solving skills	Facilities management experience (including knowledge of H&S legislation)
Solid finance background with experience of developing and managing project budgets	Experience in managing volunteers
Demonstrated experience in compliance with keen attention to detail	
Skills/Aptitudes	
Excellent verbal and written communication skills with the ability to communicate at all levels with tact and diplomacy	The ability to speak and/or understand Spanish is not essential but may be beneficial
Effective negotiating and influencing skills	
Excellent people skills with experience of working in change/growth environments	
Exceptional time management and focus with proven ability to prioritise workload	
Proven ability of reviewing and developing operational systems	
Proven ability at putting large-scale and small-scale vision into action	
Ability to write executive reports and strategy documents	
Proficient Microsoft package user, and open to using Mac	
Character and personal qualities	
A vibrant and deepening relationship with Jesus Christ, resourced from a personal discipline of prayer and God's Word and empowered by God's Spirit, which results in a desire in you to influence the world around you for Jesus	
A heart and passion for the worship of Jesus Christ, both in your own life and in other people's lives	
Understanding and awareness of working in a multi-cultural Church	
Ability to remain calm when working to tight deadlines or in high pressure situations	



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...

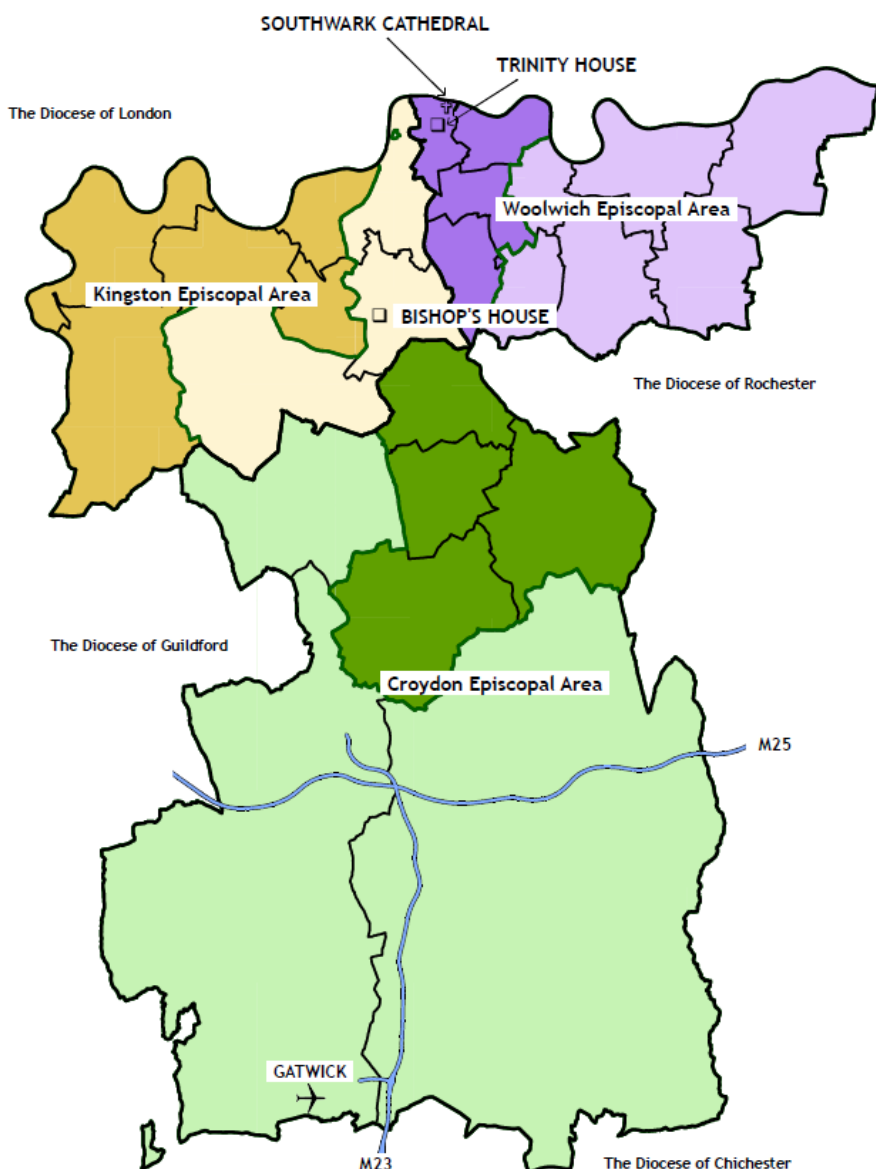


2.9 million people

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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Effective Stewardship of resources• Collaborative Team Working• Respect for all• Transparent Accountability