

# WE ARE HIRING

## *Operations Director*

We are looking for an experienced **Director of Operations** to join our team – someone who is both strategic and professional as they are deeply spiritual. This is more than a career – we see this as a calling, to join a community dedicated to Welcoming people Home into the radical, life-changing, saving love of Jesus.



Send your CV and application form to  
[hrteam@christchurchw4.com](mailto:hrteam@christchurchw4.com)

For more information:  
[www.christchurchw4.com](http://www.christchurchw4.com)



# LETTER FROM OUR LEADERS

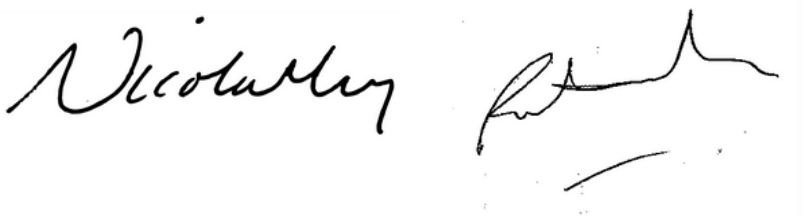
Dear Candidate,

Thank you for your interest in Christ Church W4. We are a multisite church with a mission at an exciting stage in our development. We're looking for a colleague who can work at a senior level in our church, supervising operational staff and releasing volunteers. You will get to be part of an inspirational worshipping community and, among other things, help steer the usage of our new building development at our St Alban's Site (project due to start 2026).

As part of our senior team you will be a prayerful person who knows how to partner with God in ministry and can combine a reliance on the Holy Spirit with first-rate professional skills.

If this appeals to you, and you have the combination of skills and character needed for this role, then we would love to hear from you. We look forward to meeting you.

**Reverends Nicola and Richard Moy**

The image shows two handwritten signatures in black ink. The signature on the left is 'Nicola Moy' and the signature on the right is 'Richard Moy'. They are written on a light-colored background.

A photograph of a church service. In the background, a band is performing on a stage with a large blue 'HOPE' sign. In the foreground, the backs of several people's heads are visible, with their hands raised in worship.

# INTRODUCTION TO CHRIST CHURCH W4

## Our Vision

Our **'Welcome Home'** vision statement reflects our desire to help call people back into God's loving embrace:

### **Welcome Home:**

*We exist to welcome each other home into God's radical, life changing, saving love. To worship and enjoy God; being shaped, revived, challenged and nurtured. To be sent out joining God in great creative adventures which renew all things and call each other home.*

We want to see local people confident that they are **loved, accepted, and valued** by the living God their Father – and know that for many that will take a series of life changing encounters with Christ and his people.. This journey often begins with an encounter with our Operations Team – be it an email or phone enquiry, a room booking, or a visit to one of the many events we host in our buildings – from Anonymous groups to our Repair Cafe or toddler groups. How this team represents the church and our God-given mission makes all the difference to these pilgrimages into the freedom that comes from being welcomed home by Christ to our heavenly Father.

We want to enable all our people to be part of a **prophetic movement of disciples making disciples, joining God in transforming Chiswick, London, and the World.** As our values outline we do this as Bible based, Spirit-filled people who are loved by the Father and called by the Son. We try to be realistic, humble, heading for wholeness and we love a good party! (Read more about our vision and the values here: [www.christchurchw4.com/aboutus](http://www.christchurchw4.com/aboutus)).

If you read this and find it resonates with you and know that you're up for a challenge in a senior leadership role, we would be delighted to hear from you. Come and help shape a movement and find purpose as you do so.

# HISTORY OF THE CHURCH & ROLE

Christ Church W4 is a charismatic and evangelical Church of England parish church with sites at **Christ Church Turnham Green, St Alban's Acton Green and the Mission Hall.**

There is great diversity across these sites, with all ages involved in the worship and community life of the church. Children and young people are encouraged to live life in all its fullness and minister to the church family and wider community.

On Sundays there are three gatherings – **9.30am at Christ Church, 10.30am at St Alban's and 6.00pm at Christ Church.** There is also a **midweek communion service** at Christ Church on Thursdays which also serves as a time for staff to worship together.

We are active throughout the week with hundreds of people engaging with our Sunday services and midweek provision of dedicated groups for children, youth, and seniors. Many also use our buildings for hired purposes, and this has become a significant income stream with potential still for more development.

Christ Church Turnham Green was once a church threatened with closure, but thanks to the tenacious prayers and practice of those who felt called to join the congregations developed into a lively church, enjoying a very successful reordering in 2000. In 2012 the congregation of Acton Green Church at The Mission Hall voted to join us, and in 2014 we began the journey of bringing St Alban's Acton Green back to life.

St Alban's was de-consecrated in 2000 and was scheduled to be sold and converted into flats. But after a campaign by the local community it was saved in 2014. Since then Christ Church W4 has brought St Alban's back to life with the installation of a new roof, heating system, toilets, stage, new audio-visual system, restored flooring and a 24/7 Prayer Chapel. The next stage of our development is heading towards achieving planning permission, ably led by our Development Group and will be a £3.5million overall project seeing the renovation of the area currently occupied by redundant huts, and linking that to the church itself. This is key to the church's development and will provide space for Sunday School, staff and much mid-week activity and outreach.

The church is well-resourced with people and finances, with finances derived from donations, grants, rental and trading income. We have several operational committees led by well qualified lay volunteers handling HR, Fabric, Finance and Audit, and Development, all of which report to our Parish Church Council and Standing Committee. A key addition in 2025 will be Fundraising as we build on our current designated reserves of £0.83m to fund the St Alban's development, through direct fundraising alongside a well worked up business plan.

Over the past decade the Operational side of Christ Church W4 has developed considerably and with the new build will become even more significant. From one part-time Parish Administrator working directly with the Vicar, we've grown a diverse staff team, including an Operations Team that we are taking the opportunity to restructure and to future-proof, following the planned retirement of our Ministry Operations Manager in December 2024. **This new Operations Director role** is key to this and will bring strategic leadership and expertise across the church's life, and help with setting the direction for the next phase of Christ Church W4's exciting journey.





# ROLE PROFILE

We are looking for a confident, experienced, grounded Christian leader who understands that Administration/ Operations is a key ministry in the church, and who can navigate the intricacies of church life with the right balance of excellent communication, influencing skills, diplomacy, and assertiveness.

We see operational oversight and administration generally as key ministry in the life of the church and the right candidate is likely to see this as a spiritual act of service as well as a job to be done capably and well. As in Acts 6:3 this is a role for someone 'well respected, full of the Holy Spirit and wisdom'.

**This role oversees the operational management of Christ Church W4 (CCW4); ensuring structures and systems are effective and fit for purpose, and that resources – both human and physical – are mobilised and stewarded well to advance the mission of the Church.**

## KEY AREAS OF RESPONSIBILITY

- To serve on the Leadership Team, and to work collaboratively with the Vicar, other ministry leaders, the Trustee Board (PCC) and its sub-committees, and the Development Group for St Alban's – helping CCW4 to thrive and fulfil its vision.
- To take a lead in the management and care of the operations staff, helping to develop, promote and champion a healthy staff culture and a cohesive sense of team.
- To provide strategic direction, implementation and tactical support for all church operations, administration, and ad hoc projects, facilitating the necessary leadership and staff planning discussion.
- To be responsible for the management of the church's resources of buildings, people, IT & systems, and finances.
- To develop existing and new income streams for CCW4, ensuring ongoing financial health and growth of development funds to support current and new mission opportunities.
- To continually develop effective, efficient, and flexible administrative processes, and robust and appropriate structures for leadership, management, and governance (including statutory compliance).

# MAIN RESPONSIBILITIES

## Strategy & Planning

- Working with the Vicar to deliver operationally the vision of CCW4.
- Accountability for delivering the agreed goals.

## Operational Oversight

- Oversee the day-to-day operations of the church and its buildings, with responsibility for: Health and Safety; Food Hygiene, Fire Assessment; Risk Management; Infrastructure and Accessibility issues.
- Implement a plan as agreed with the Development Group for the rebuild at St Alban's Acton Green, achieving both long-term financial security and missional impact.
- Develop an ongoing strategic plan for the church's activity in consultation with the wider team.
- Collect and collate data and process information to provide reports as required about church activity.
- Lead the process of planning, designing, developing, and implementing church operating and governance procedures, processes, and systems.
- Oversee and develop the church's calendar of events and activities.
- Collect data regarding progress in relation to the church's key objectives and report regularly to PCC and other relevant parties.
- Manage the church systems to ensure that CCW4 complies with all GDPR legislative requirements

## Facilities, Property & Site Maintenance

- Overall responsibility for premises and facilities ensuring the site is maintained to a high standard.
- Oversee facilities, insurance, health and safety and risk management.
- Assist with project managing key organisational development projects within the church, liaising as necessary with external contractors and suppliers.
- Other responsibilities as required and directed by the Vicar and Fabric Lead.

## Administration & Operations

- Oversee and support the smooth operational running, development, and communications of Sunday services & events.
- Responsible for the creation, implementation and ongoing development of excellent systems and processes to support the activity and growth of ministries.
- Ensure that all church administrative systems are operating effectively and cost efficiently to serve the running of the church.
- Provide support to volunteers in the areas of Administration, Communications, IT, Safeguarding, Finance and Facilities to ensure that procedures are followed.

## Projects/Events

- Co-ordinate key church events/projects in conjunction with the clergy and ministry leads as required.
- Provide support and advice for others in their organising of projects and events.

# MAIN RESPONSIBILITIES CONT.

## Human Resources

- Recruit, lead, and equip a team of staff and volunteers to support the various administrative functions of the church.
- Work with the HR Group to ensure we develop and consistently implement HR policies and procedures to cover all aspects of the employee lifecycle: recruitment & induction; remuneration and reward; appraisals; training & development; capability & disciplinary reviews, HR record keeping.
- Responsible for ensuring all church policies and staff handbook is up to date and compliant with safeguarding and charity and employment law.

## Finance

- Work with the Treasurer and Finance and Audit Committee to coordinate the budget, liaising with colleagues, budget holders and suppliers to support their systems for financial management, audit, payroll, and gift aid reporting.
- Support colleagues with their income generation, such as grant fund applications, tenders, and financial planning.

## Commercial

- Oversee and support the Bookings Manager to define and maximise the revenue potential for the Church's property portfolio and implement an appropriate commercial plan as responsible stewards of these assets.
- Ensure great value for money on all purchases.

## Communications

- Ensure effective systems are in place and continually developed to maximise effective communication.
- Responsible for ensuring the best possible communication internally to the congregation and externally to the community to reflect our mission and values through newsletter and written communications/website/signage/Annual Report/social media.

## IT & Infrastructure

- Oversee and implement the church's IT systems and infrastructure.
- Oversee and develop the church's use and development of ChurchSuite database - workflows, tags, GDPR compliance, data cleansing.
- Ensure that equipment and systems are fit for purpose and that security protocols and protection are up to date and compliant.

## General Duties

- Attend and participate in Mission & Ministry team meetings, which include times of prayer and full staff meetings.
- Participate in/ receive line management
- Participate in training and personal/ professional development
- Any other duties/ tasks that may be reasonably asked by the Vicar





# PERSON SPECIFICATION

We see operational oversight, and administration generally, as key ministry in the life of the church and the right candidate is likely to see this as a spiritual act of service as well as a job to be done capably and well. As in Acts 6:3 this is a role for someone 'well respected, full of the Holy Spirit and wisdom'.

The appointed candidate will have a demonstrable track record of successful strategic and operational leadership at a senior management level; and be able to evidence leading strategic planning, delivering and embedding change, and managing resources to ensure effective and sustainable delivery – preferably in the church or charity sector.

The appointed candidate will be a strategic thinker with strong ideation, innovation and a 'can do attitude' as well as having good attention to detail and strong tactical and implementation skills.

The ideal candidate will be passionate about building the CCW4 community – from welcoming through to feeling part of the church and serving through volunteering – and will have:

- Church/charity management experience (paid or voluntary)
- Leadership and management experience
- Operational management experience
- Property and facilities management experience
- Project management skills and experience
- Financial awareness of the church or charity sector • Volunteer recruitment/management experience

## **Skills, Experience & Knowledge**

The following skills and experience form the **minimum requirements** for the role:

### **Faith, Essential:**

- A vibrant Christian faith and commitment to personal spiritual growth and development.
- Willingness to worship at CCW4 and embrace its values/vision.
- Passion for the vision and mission of CCW4 and a desire to see it implemented.

### **Faith, Desirable:**

- Understanding of Church of England structures.

### **Education and Qualifications, Essential:**

- To degree level or equivalent work experience

### **Qualifications, Desirable:**

- Professional qualification(s) in Management, Finance, HR, Facilities, Fundraising.



# PERSON SPECIFICATION CONT.

## **Experience, Essential:**

- ***Leadership and management***

Operational leadership experience  
Experienced team manager  
Strategic management  
Project management

- ***Buildings/Facilities***

Facilities and property management

- ***HR***

Staff & volunteer management  
Employee lifecycle and generalist HR experience

- ***Finance***

*Strategic finance management*  
*Budget control and planning*  
*Fundraising and donor management*

## **Experience, Desirable:**

- Previous work experience and knowledge of the church or charity sector
- Previous management of church properties and facilities

## **Professional Skills, Essential:**

- To degree level or equivalent work experience
- Excellent time management
- Excellent organisational and planning ability
- Project Management
- Marketing management/promotion
- Financially aware
- IT competent

## **Professional Skills, Desirable:**

- Familiarity with ChurchSuite or another Church/Charity Management System
- Familiarity with HR Information or Management System

## **Personal Skills, Essential:**

- Proven leadership, people management and communication skills.
- Clear thinker under pressure
- Team player
- Hardworking, self-motivated and with an ability to take initiative and make things happen.
- Approachable, self-aware, warm, and energetic personality.

# PARTICULARS & CONTRACT TERMS

- Salary: £45,000 – £50,000 (depending on experience and qualifications).
- Our standard hours are 37.5hrs per week, with flexible options depending on the needs of the role. • We offer an annual leave entitlement of 25 days per annum plus all public holidays.
- This role has a standard 6-month probationary period.
- We offer a variety of benefits including family friendly policies, pension, life assurance, relevant training and conference attendance paid for by the church.
- The role holder must be available to work at Christmas, Easter and other key times in the church's calendar, as well as Annual Parish Church meetings, if required;
- Attendance at Tuesday morning staff meeting each week is compulsory.

There is a Genuine Occupational Requirement (GOR) for the role holder to profess a Christian faith, and the successful candidate must align with the theological position and practices of the church and must worship at CCW4.

Please note that you will need to be eligible to work in the UK to apply for this position. You must provide proof of Right to Work in the UK.

*Offers of employment will be subject to a satisfactory disclosure from the Disclosure and Barring Service (known as a DBS check) and satisfactory references.*

## How to Apply

Submit a current CV (no more than 4 sides/2 pages of A4) to [hrteam@christchurchw4.com](mailto:hrteam@christchurchw4.com). Candidates showing the required level of skills and experience will be sent an application form to complete and return before the application deadline of **30th June**.

Alternatively, you can download the application form directly from <https://www.christchurchw4.com/jobs> and submit this to [hrteam@christchurchw4.com](mailto:hrteam@christchurchw4.com) along with a shortened CV (max 2 sides of A4) **before the 30th of June**.

