

Operations Manager All Saints Hanley Stoke Encounter Project



Welcome and thank you for considering the role of Operations Manager at All Saints Hanley and Stoke Encounter. We are praying that God will guide you, by His Spirit, as you consider this exciting opportunity. Anyone who recognises that they have the attributes within this job description and feels they would be able to carry out this role is welcome to apply. We particularly welcome applications for UKME/GMH candidates. We pray that God guides you as you discern if this is the right post for your life and ministry.

Background

The Diocese of Lichfield has received funding from the Church of England with the aim of revitalising the Christian presence in Stoke on Trent, largely among younger communities across the city. Stoke is a wonderful city, full of wonderful, warm people with a proud craft and industrial heritage.

There will be two strands of work, both based out of All Saints Hanley, which includes refurbishment of the church building and adjacent hall. The first strand is the reopening of All Saints as a City-wide Resource Church with a missional focus on work with students and young adults. The other strand is the Encounter Project which aims to create 9 new worshipping communities through church and school partnerships. The Operations Manager will support both strands of the project.

Job Purpose

The Operations Manager exists to develop systems and strategy that enable the church and the Encounter project to grow and its people to flourish, supporting the wider diocesan strategy.

This is a key strategic senior leadership post within the Stoke Revitalization Project and the postholder will work in close partnership with the Resource Church Leader, Encounter Project Leader and the Diocese on developing strategy for both to fulfil their mission.

Job Description

The postholder will:

Work with key church leaders to deliver the vision of All Saints as a resource church, taking a lead in strategic and operational matters.

- Work with the Encounter Leader to lead on operational aspects of the Encounter project.
- Position both strands of the overall project for continued growth through effective management and planning.
- Be responsible for ensuring the effective and efficient management of administrative, financial, and operational functions. This role oversees key areas such as finance, HR, compliance, safeguarding, facilities, and communications.
- Oversee gathering of metrics and impact reporting for internal use, as well as for the Diocese, Revitalise Trust, and grant funders as needed.
- Build and develop a team of volunteers who want to use their gifts in the above areas to serve the church.
- Support the development of Encounter volunteers.
- Develop systems in the above areas and embed these within the staff/volunteer culture that aid the project in its mission and to help it transition during its growth phases.
- Develop budgets, monitor income and expenditure, and produce reports as required.
- Manage fundraising and develop innovative ways to ensure sustainability.
- Investigate the viability of and develop plans for Social Enterprise (or other business model) ideas that will aid the church in creating revenue streams and which are good for the transformation of the city.
- Line Manage church staff in coordination with the Resource Church Leader.
- The post-holder will be line managed by the Resource Church Leader. The Encounter Project Leader will manage Encounter specific aspects of the role.

Occupational Requirement

Given the nature of the role and its central place in promoting and communicating the aims of the Diocese and with the provisions of the Equality Act 2010 there is an Occupational Requirement that the post holder be a committed Christian.

DBS

Given the nature of the role and the oversight of the safeguarding department an enhanced DBS with adult and child barred list is required. Suitable references will be required prior to commencing employment.

Qualifications And Experience

Essential

- A committed Christian, willing to be a vital part of the All Saints church family and to participate in the life of the church as “their church” as well as their place of employment.
- Excellent strategic awareness and problem-solving.
- Excellent communication skills, both written and verbal.
- Excellent attention to detail, the ability to plan ahead, be flexible, prioritise and help others to do the same.

- An understanding of the organisation functions of a church and the architecture required for growth
- An understanding of the organisational structures of primary schools.
- Ability to lead with sensitivity, manage pastoral concerns delicately and adhere to a high level of confidentiality in line with safeguarding policy and best practice.
- Experience of safeguarding policy and practice.
- A thorough and proactive approach and the ability to adapt to varying work pressures to juggle multiple deadlines.
- Skills as a team player with the ability to encourage and work collaboratively and closely with other staff and volunteers.
- Experience in project management and medium/long term planning.

Desirable

- Experience of managing financial accounts and budgets.
- Experience of leadership in a non-profit context.
- Experience managing staff and volunteers.
- Success in working to targets/KPI's in a business/charity role.
- Fundraising experience.
- Sympathy with the aims and values of the Church of England.
- An appreciation of the diverse nature of the Church of England.

Lichfield Diocese Board of Finance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders are expected to share this commitment.

Terms and Conditions

- This is a fixed term post (7years) limited by the duration of the funding.
- Hours 35 per week Sun-Thursday – exact pattern to be agreed.
Both parties to this contract accept that to do your work effectively there may be occasions when you will need to work more than 35 hours in a week and in such circumstances, you are entitled to take time off in lieu. This time off in lieu should be taken within one month.
- The proportion of time spent on the Church/Encounter aspects will vary as the projects develop and will be worked out on the ground between the post-holder, Encounter Leader and Resource Church Leader.
- Salary £30,000 per annum.
- Holidays 25 days per annum, plus 8 Bank Holidays + 3 days post-Christmas.
- The employer is Lichfield Diocesan Board of Finance.
- There will be a pension scheme available.
- The role will be subject to completion of a satisfactory 6-month probationary period, with the first review at 3 months; appraisal's will take place annually thereafter.
- Right to Work checks – The successful candidate will need to provide documents to show their eligibility to work in the UK.

This job description is issued as a guideline to assist you in your duties; it is not exclusive or exhaustive. Due to the evolving nature of our service to the diocese this job description may be regularly reviewed to ensure it is an accurate representation of your post. You may, on occasions, be required to undertake additional or other duties as may reasonably be expected within the scope and grading of the post and according to the needs of the Organisation.

Thank you for taking the time to read this job advert, the team hope you are now planning to apply to join them.

Closing date for applications: Monday 25th August 2025

To apply, please submit the application and recruitment monitoring forms to:
alan.gault@encounterstoke.org

Interviews to be held : 5 September 2025

To arrange an informal conversation email Rev Alan Gault:
alan.gault@encounterstoke.org