



Job Description Vineyard Compassion Operations Manager

Role: Operations Manager

Organisation: Vineyard Compassion

Location: Vineyard Compassion office (10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

Line Manager: David McCracken, Operations Director

Hours of Work: Full Time - Mon-Fri 9am-5pm (part-time may be considered)

Salary: £24,000 - £26,000 per annum (dependent upon experience)

Pension: A generous employers pension contribution of 5.5% is included with this role

Holiday allowance: 31 days per year including bank holidays (pro-rata)

Length of employment: Permanent

Sick pay: Company sick pay policy is included

Final application date: Monday 13th June 2022

Interview dates: Week commencing 20th June 2022

Likely start date: ASAP

About Vineyard Compassion

Vineyard Compassion provides people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed and thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion is first and foremost a volunteer organisation with (paid) staff coordinating the projects and releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work. For more information, please visit our website www.vineyardcompassion.co.uk.

Role Summary

The purpose of the Operations Manager is to provide high level administrative support and support to the Operations Director working within the administration team including Causeway Coast Vineyard. This middle management role will have staff management responsibility but also ensure a high standard of administrative support is provided for all projects and IT systems. The person will be required to have an excellent level of technical skills as he/she will be required to use various databases. The Operations Manager will be required to represent Vineyard Compassion's Christian ethos throughout all his/her activities by applying a Christian mind and attitude to the role and to spiritually support the work of Compassion through Christian prayer and fellowship.

NOTE: This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position; and the role may well change and evolve over time.

Key Responsibilities

Every staff member and volunteer has ownership of everything that happens within Vineyard Compassion. In your 'Key Oversight Areas' you are the lead-partner. Within this area you will function on



a high-trust, low-control basis which means you will receive guidance in terms of broad goals and overall objectives and you will be responsible to establish the methods to attain them.

Staff management

Identify staffing gaps and make recommendations to manage existing and future workload.
Pastoral care (including praying with and for) members of staff and volunteers who look to the Operations Manager for leadership and support.
Provide line management support to designated staff in the administration team.
Carry out one to ones and appraisals.
Attract volunteers to support the administration work.

Administrative duties

Set up a process for all staff to eliminate, automate and delegate work where appropriate.
Provide administrative direction and high level support to project staff and to the administration team.
Collate accurate and timely statistics for the Operations Director from the various databases and provide analysis of those statistics.
Work with the Compliance and resources director to ensure all policies are implemented and that the organisation is compliant in areas including GDPR.
Work closely with the Comms team to ensure that Vineyard Compassion is represented in all forms of media.
Adhere to Vineyard Compassion's safeguarding policy, make safeguarding a priority within your role and attend Vineyard Compassion's monthly safeguarding review raising any appropriate concerns with Vineyard Compassion designated safeguarding officer(s).
Work closely with the Operations Director and Finance Manager to agree, set and maintain budgets across all areas.

Volunteer Coordination

Ensure that all staff members multiply their time through volunteer hours by recruiting and releasing volunteers according to their job description.

Provide and manage the structure for Volunteer Coordination including implementing policy, procedures and training following all aspects of the IRTDMN model.

Provide suggestions and make improvements to the client/volunteer database to improve efficiency and effectiveness of the organisation.

IT Support

Provide IT support and direction to the administration team.
Liaise with external IT suppliers to identify problems and make suggestions for improvement to the variety of databases used in Vineyard Compassion including Compass, Vineyard Market's database, link logs database and the Reset click and collect system.
Work with project staff to ensure the full impact of the work of Vineyard Compassion is documented.
Work with the Operations Director and Compliance and Resources Director to further automate processes within the organisation.
Provide staff with passwords and training on all databases.



Pastoral Responsibilities

Uphold and display our pastoral share model amongst all individuals around Vineyard Compassion and Causeway Coast Vineyard.

Pray with and lead others into a personal relationship with Jesus.

Signpost others to appropriate pastoral / spiritual help within the church.

Positively promote the Christian faith in line with the objectives of Vineyard Compassion and Causeway Coast Vineyard.

Promote the work within Causeway Coast Vineyard, encouraging volunteers to become involved in the many aspects of the work (Support Team, Prayer Team, financial support, etc)

General Administrative Tasks

To complete any other reasonable tasks as requested by the Operations Director.

Work with the Finance Manager and Compliance and Resources director to implement best practice and any audit recommendations.

Personnel specification

| | Essential | Desirable |
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| Qualifications | 5 x GCSEs (or equivalent) at Grade C or above including Maths or 3 x A Levels (or equivalent) at Grade C or above | Relevant third level qualification |
| Experience | <p>2 year's experience of leadership and managing a staff team (ideally to include experience of managing volunteers)</p> <p>3 year's experience of administration within a busy office environment</p> <p>Experience of working both on their own and as part of a team</p> <p>Experience of using software and IT systems in a work environment - such as MS Office (Outlook, Word, Excel), email, Facebook, Twitter, etc</p> <p>Pastoral experience including praying with and leading others to personal faith in Jesus</p> | <p>Experience of liaising with external IT suppliers</p> <p>Experience of working in a church or charity environment</p> <p>Experience of working with those facing poverty or social disadvantage</p> |



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| Skills | Excellent organisational skills including planning, setting priorities and meeting deadlines Excellent communications skills; verbal, written and oral Able to work on own initiative Able to work as part of a team Concern for excellence and attention to detail Willingness to serve others Logical, articulate approach to work Good numerical ability Excellent time and task management Excellent administration skills Excellent attention to detail | Experience of providing training to staff. |
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| Personal / character | <p>Demonstration of faith in Jesus, including willingness and ability to communicate your own story of your faith journey</p> <p>Life-long learner, able to lead yourself and eager to improve your skills and strengths, yourself, and your role. In addition to a commitment to personal growth, you will have a bias towards, and be unapologetic about, congregational growth</p> <p>Commitment to the statement of faith of Vineyard Churches UK and Ireland and passion for the work of Causeway Coast Vineyard</p> <p>Responsive to correction and direction You will be positive, and carry joy</p> <p>The successful applicant will work within the framework of a collegiate leadership structure and therefore show a high degree of relational and emotional intelligence</p> <p>You will have a clear awareness of your strengths and a requisite track record in utilising them in a team context</p> | |
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Additional Information

For this role, we hire for character, competence and chemistry and culture:

Character – You have to love Jesus, love the church and be committed to our mission here at Vineyard Compassion.

Competence – You must be an outstanding person with a high level of gifting and ability.

Chemistry – You must be a relational fit with our team, particularly those you will be working closely with.

Culture – You must be someone who will engage with, embrace and impart the culture of Causeway Coast Vineyard including Vineyard Compassion.

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk

Please return completed **typed** application forms by 12 noon on Monday 13th June 2022 to:



Email: james@causewaycoastvineyard.com

Post: James Johnston, Compliance and Resources Director, Causeway Coast Vineyard, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED