

# OPERATIONS DIRECTOR



RIVERSIDE  
CHURCH

In Acts 6, we read about a crucial moment for the early church. The apostles need some help in delivering the mission they are all called to. They need godly leadership to work alongside them and use their unique gifting to help achieve the vision. They need an effective structure to deliver the mission and ensure that everyone is released to carry out their unique roles.

This is the heartbeat behind the Operations Director role at Riverside. Simply, you are the person who oversees the operational and organisational life of Riverside, turning vision and strategy into reality.

Broadly, there are three headline dimensions to the role:

## ■ **RELEASING PEOPLE**

## ■ **DELIVERING STRATEGY**

## ■ **STEWARDING RESOURCES**

### **RELEASING PEOPLE**

The church is the *people*. We believe that people only truly thrive in relationship with God, and as they use the gifts that God has given them to serve him and the mission of his church. And so, the Operations Director plays the central role in building teams and releasing staff & key leaders to carry out their roles to the best of their ability. You are a high-capacity detail person who is a natural team-builder, as you relate well to people and help them to achieve their goals.

### **DELIVERING STRATEGY**

The saying goes 'Vision without execution is just hallucination'. As a crucial part of the Leadership Team, the Operations Director has an important strategic role, with a focus on managing, organising and implementing the plans of the team across the church. You effectively ensure, through staff & volunteers, that Riverside's vision is delivered. With a strong grasp on organisational processes, and the ability to strategise and help others to achieve their goals, you flourish when you see plans come to fruition.

### **STEWARDING RESOURCES**

There is a diversity of resources that God gives to his church – finances; people; buildings; equipment. These core functions are overseen and stewarded by the Operations Director, together with the Operations team that you lead. Riverside Church has a degree of complexity about these functions, but you thrive on such complexity and love the challenge of ensuring that these core components are delivered efficiently. You approach stewardship with principles of generosity and risk, rather than recklessness and disorder.

In all of this, you aim for:

- **Clarity** - so that everyone knows what they should be doing and how to do it
- **Simplicity** - so that everyone is able to do their role within known parameters
- **Effectiveness** - includes accountability, measurables, and delivering what needs to be done

## PERSON DESCRIPTION

- You are a **natural team builder and recruiter**, able to bring harmony between people, systems, and strategy.
- You **excel at working collaboratively** with others, to determine the processes and functions required to enable our community to work together well.
- You **provide clarity** on the roles, relevant personnel and the interaction with various systems, to enable people to serve according to their skills and calling.
- You have **established management experience** either in business, charity, education or church sectors, and are a self-learner regarding healthy organisational practices and delivery.
- You are able to **understand the interactions of the various teams** across the church - including Sunday services, discipleship ministries and missional teams - and communicate these effectively so that all of the key support areas below are delivered well.

## KEY COMPONENTS

- **Implementing the necessary strategy and structures** to release the Senior Pastor to lead the spiritual life of the church, and together with the senior leadership team enable the vision of the church to be delivered.
- Ensure that **healthy and simple systems** are in place to release staff and volunteers to fulfil the mission and ministry of Riverside.
- Ensure that the **healthy financial systems & structures** are in place to fulfil the mission and ministry of Riverside.
- Ensure that the **staff, ministries and budgets across the whole of Riverside are working well**. This will be done by overseeing people who carry out specific administrative and operational tasks.
- Ensure that **key agreed measurables** are accurately monitored.
- Engage in the **regular ongoing staff review and development** processes.
- Participation in **appropriate training** (including appropriate Safeguarding Training) as required.

### **ADDITIONAL COMPONENTS:**

- Other ministry involvement is to be encouraged, based on gifting and passion
- Attendance at Trustees meetings, as and when required.

## KEY RELATIONSHIPS

Alongside the Operations team - which you lead - a key relationship is with the Senior Pastor, as follows:

### **SENIOR PASTOR**

*Casts vision – defining where we're going*  
*Lives in the future*  
*Focusses on the what & why*  
*Focus on the end goal*  
*Provides inspiration*

### **OPERATIONS DIRECTOR**

*Implements vision – building the road to get there*  
*Lives in the 'now'*  
*Focusses on the how*  
*Focusses on the means*  
*Delivers execution*

## KEY VALUES

- a. Strategic leader who can work well with overseeing the implementation of the vision set by the Senior Leadership Team, which is led by the Senior Pastor.
- b. Happy to lead people and encourage them to 'get the job done' in a healthy and thriving way.
- c. Has a desire to achieve things, and help others achieve things.
- d. Is part of the Senior Leadership Team, with a particular emphasis on strategy & implementing vision.
- e. Confident in their own relationship with God, and giftings.

## CONDITIONS

This is a full-time role (37.5 hours p/w) with a package of £34,640 + 5% pension contribution.

## ABOUT RIVERSIDE

Riverside is a large & vibrant church made up of people from a diversity of ages, backgrounds and experiences. We have one thing in common - our discovery of God's amazing love for us. We have a tradition as an independent charismatic evangelical church, and simply want to help people become followers of Jesus and grow as his followers.

We are a 'multisite' church. Up until Coronavirus, there were three main Sunday congregations. Our two main locations meet in schools in Moseley/Kings Heath and Bournville. In addition to these, we also have a community – called Word of Hands - for British Sign Language (BSL) users. Alongside our Sunday gatherings, there are a wide range of missional teams and activities across the church. These include Riverside Performing Arts (RPA – <http://www.riverside-performingarts.org.uk>) and Riverside Money Advice (RMA - <http://riverside-moneyadvice.org.uk>). We are a member of the Evangelical Alliance. Our website is [www.riverside-church.org.uk](http://www.riverside-church.org.uk).

## CORONAVIRUS

As with all churches, in light of this Coronavirus outbreak, we are currently dreaming and exploring what the shape of Riverside will look like beyond Covid-19. The exact details & specifics of this role and the church may therefore slightly change over the coming months, as part of this re-envisioning process. One thing we do know, though – the successful applicant will get to play a central role in any of these changes.

## GENUINE OCCUPATIONAL REQUIREMENT

*Employment Equality Regulations 2003 relating to Religion or Belief and Sexual Orientation (The Employment Equality (Religion and Belief) Regulations 2003 Section 7.2 applies).* For the purpose of both of the above Regulations it is considered to be a Genuine Occupational Requirement that you share and endorse the understanding that Riverside Church, as an evangelical charismatic church, has of Christian faith, conversion and commitment, sexual and moral conduct and lifestyle. If further clarity is required this can be provided on request.