



Job Profile

Job Title	Head of Ministry Operations
Department	Church Operations
Salary	£35,000 - £38,000
Responsible to	Associate Vicar for Ministry
Responsible for	Worship Coordinator; Vergers
Main purpose of job	To support the logistics for worship across the St Martin's site, coordinate congregational participation and church volunteers, direct elements of the church's outreach programme, provide a welcoming environment to the church and communicate with congregants, clergy, church users and other key stakeholders from the wider St Martin's site, and promote the day-to-day running of Church Operations across the site.
Location	St Martin's, Trafalgar Square, WC2N 4JH

Overview

St Martin-in-the-Fields (St Martin's) is an incredible place to work. Located in the heart of London on Trafalgar Square, we are a place for everyone, everywhere, every day – to worship, reflect, relax, meet, eat and drink, enjoy music and the arts and much more. It's a place of encounter between God and humanity, the wealthy and the destitute, culture and commerce. Alongside our heart for ministry, we have iconic spaces that attract hundreds of thousands of people to our site each year. The church has a number of related charities for various causes and is well-known for its work with those on the peripheries of society, but also for its work with organisations both around the UK and abroad.

Main Duties and Responsibilities

Oversee Logistics for Worship

- To attend and oversee the practical organisation of our 10am Sunday service, associated post-service coffee, as well as services and associated events for major religious festivals (such as Christmas and Easter), occasional other services and groups including special services of particular significance and clergy-led events as needed to ensure their good running. To be the head of operations at those events bringing together the work of the various teams involved.
- To attend and contribute to the weekly Clergy Planning Meetings.
- To lead on planning, preparations, and communications for times of particularly intense activity such as Advent and Christmas.
- Manage the Worship Coordinator and Vergers as they provide logistical support for the worship, congregational life, and public ministry of the church.

- Develop an efficient and effective strategy for weddings and other special services, ensuring liaison with the events department and a joined-up experience for members of the public between the CHOPS and hospitality offers from first contact on our website to delivery.
- To lead negotiations with external and internal groups whose activities have an impact on the worship services and activities of the congregation and public ministry of the church, for example the community liaison for marathon events that happen on Sunday mornings outside the church.

Congregation Participation and Volunteer Coordination

- To take the lead in delivering a strategy for increased and stronger experiences of volunteering for worship within the congregation “Transforming rotas to teams”.
- Create an annual calendar of recruitment, training, communication, and support for teams associated with worship such as the Bible Readers, Healing Prayer Team, Intercessors and Chalice Assistants.
- To communicate changes in policy with teams, working with the worship coordinator to ensure good recruitment for worship needs.
- To line manage the volunteer Head Steward in their leadership of the Stewards Team and the online steward’s team, engaging in weekly communication about worship services to ensure the experience of volunteers is involved in the reflection and planning for services.
- To liaise with the Bell Ringing groups ensuring good communication and support for their ministry
- To oversee the administrative support and oversight for lay led groups in the church such as small groups and Being With courses.
- To provide logistical oversight for congregation financial giving in worship services ensuring that the practical means to do this are in place.
- To support the Associate Vicar for Ministry in establishing a new model for lay leadership in the Chinese Congregation.

Outreach, Welcome and Communication

- Overseeing the good management of the church when it is open to the public and not in use by other departments or being used for worship.
- Working with the Associate Vicar for Ministry to communicate with protest groups and others wishing to engage with St Martin’s or our site through our position on Trafalgar Square, representing our values and providing thoughtful and positive support where possible.
- To work with the national Head of the Being With Course to ensure St Martin’s has an ongoing offer for these outreach courses supporting those on the edges of the church with trained and supported lay leaders to work with the clergy to deliver these courses.
- Oversee the team’s work in congregation communications, ensuring good communication of information about projects relating to the church community life to the congregation and general public, including the congregation face-book and WhatsApp pages, courses, and events, working with departmental and site communications teams as appropriate, working with the Associate Vicar for Ministry in her role overseeing Communications for Congregational Life and Public Ministry.
- Ensure the good processing of correspondence from the diocese, palace, and other external groups.

Cross-Site Coordination

- To work with the site teams to ensure the good order and management of clergy run rooms on site and the associated kitchen and hallway.
- To represent Church Operations (CHOPS) as required in day-to-day cross site discussions about the use of the site and programming and to bring the information about the other department’s use of the site into CHOPS planning.

- Regular interaction with relevant members of other teams across the site to ensure ministry goals are achieved.
- To seek the embodiment of the theological goals of the Vicar and Associate Vicar for Ministry in our cross-site relations.
- To write faculty applications as needed with the Site Team.
- Work with our team of fundraisers, providing logistical support for grant fundraising endeavours for the congregation and promoting the interests and understanding of the church ministry in the fundraising culture across the site.
- To support the AVM and Director of People and Culture in the training and induction of new Clergy/CHOPS staff

This is not an exhaustive description of duties. Aspects will change over time and the jobholder is expected to contribute to the role's development and progression.

Knowledge, skills, and abilities

Essential

- Good knowledge and appreciation of church services and activities, and the religious aims of St Martin-in-the-Fields.
- Experience of managing teams of staff and teams of volunteers.
- Ability to respond calmly yet confidently to last-minute challenges and problems.
- A problem solver with resilience, flexibility, creativity.
- A person who takes responsibility to ensure that tasks are completed.
- Eye for detail and commitment to uphold the reputation of St Martin-in-the-Fields.
- Team player with an interest in people, who enjoys working with others within a large and varied organisation.
- Ability to represent the interests of Church Operations assertively and with grace with other groups who may have different agendas.
- Ability to build good relationships and to maintain them while being persistent to ensure that jobs get done.
- Uses good processes to plan, progress and achieve conclusions.
- A willingness to think outside of the box.
- A high level of self-motivation and ability to motivate others.
- A person of integrity who can keep the confidence of other,

Desirable

- Familiarity with the theological writings of Reverend Dr Sam Wells and the ethical and theological position of St Martin's.

Who we are looking for

SMITF welcomes applications from all sections of the community and is committed to maintaining an inclusive working environment, with a diverse workforce. We value individuality, equality and representation and appoint on merit.

The post carries an occupational requirement, in line with the Equality Act 2010, that the successful candidate is a Christian.

How to apply

To apply for this post, please email the following to peopleandculture@smitf.org:

- A supporting statement, explaining why you believe you will excel in this role; and

- A CV detailing your relevant achievements including details of two referees, one of whom should be your current or most recent employer.