

Operations Director

**Recruitment Pack
September 2025**



St Mary's
IN THE LACE MARKET



St Mary's is a busy church with a calling to serve the diverse communities of Nottingham. Our ministry within the city has many similarities to that of a cathedral, not just because of the scale and liturgical traditions of our Grade I listed medieval building but because we are a natural focal point for many individuals and organisations. This makes it a fascinating and rewarding place to work.

The PCC's vision for St Mary's is focused around four 'pillars':

- **Generous and inclusive welcome**
- **Transformative worship**
- **Exploring and growing in faith**
- **Being a church for the city**

These 'pillars' rest on the 'foundations' of **sound fabric** and **sound finances**.



About the Role

Our current Operations Director will retire on 31st December and we are seeking the next person to fill this vital role.

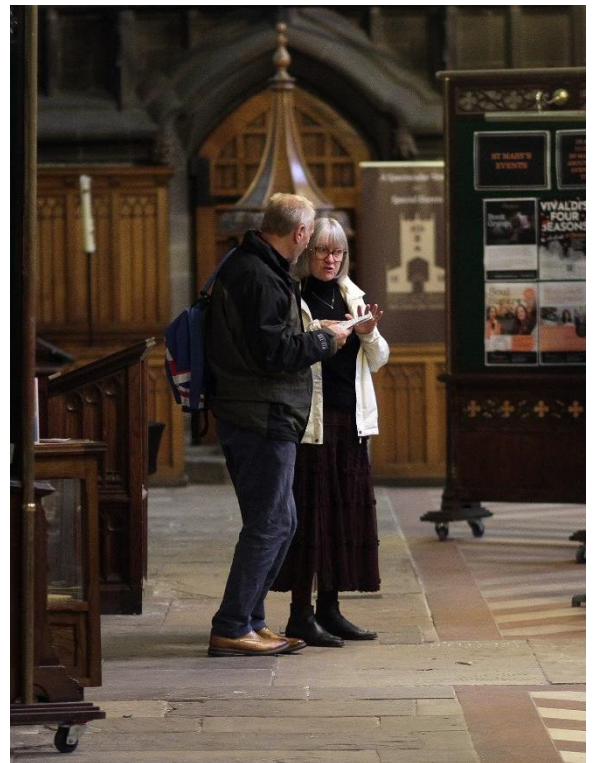


The Operations Director is a key member of the leadership team for the church. He/ she works closely with the Vicar, PCC and many others to translate the church's vision and ambitions into practical achievement. Together with the Vicar and PCC, he/ she is accountable for all operational matters in the church, supporting a wide range of other employees and volunteers in their work for the life and mission of the church.

About You


To flourish in the role, you will need to

- Be experienced in **thinking creatively and strategically** about how we can achieve big ambitions with limited resources.
- Be **confident across a varied portfolio** that extends from HR to finance, volunteers to a leaking roof. You don't need you to be an expert in everything (still less, do everything yourself), but you'll need to have enough of an understanding to ensure systems and processes are efficient and effective.
- Be a **problem-solver** who enjoys working out the practical details of how we can translate dreams into reality and can sort out the more minor, day-to-day challenges of making a church happen!
- ... Be **pragmatic and practical**. We are a small staff team and volunteers inevitably have many calls on their time, so you'll be willing to get stuck into the more practical side of running a church day-to-day. Christian leadership is founded on a commitment to serving, so we all end up shifting chairs and making the coffee at times!
- ... Be someone who **values people** and invests in them. While a lot of the Operations Director's role is done at a desk (allowing flexible working from home), we are fundamentally a 'people' organisation founded on a faith that changes lives.



What You Need To Know

St Mary's is a happy place to work and worship, but there are challenges, just like anywhere else. We thought it's only fair to try and outline some of the things our new Operations Director will need to help us overcome.

- Our wonderful **building** is on the English Heritage 'at-risk' register and needs a significant amount of work to prevent further deterioration. We are currently working with consultants on a significant (£4M+) bid to the Heritage Lottery Fund to address this need, but there are constant 'minor' fabric issues to be addressed in the meantime. You would not need to be the 'buildings expert', but would have a detailed overview of progress and a key role progressing Faculty applications and coordinating the work of architect and contractors so projects are completed to budget and in a timely manner. The challenge is to ensure building works support the core mission of the church, rather than dominating everything else.
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- St Mary's functions in many respects like a cathedral, with a wide programme of services, events and commercial lets – but without the **staff and volunteers** (or funding!) that cathedrals would take for granted. We need to remain ambitious but also realistic about what is / is not possible. More volunteers, drawn from a wider and more diverse pool, would ease some of these strains, but to achieve this we need you to help us think more carefully about how we 'add value' to the time they donate and be more effective in recruiting, supporting and training them.
 - Like most churches, **money** is tight and we can't generally solve problems by throwing money at them. Although finances are stable at the moment, we're working to address an underlying annual deficit. You will need to help us develop a strategy for long-term financial sustainability, growing our income and using resources as efficiently as possible.
 - Our **back-office** functions could be more efficient and consistent. A thorough review of documentation and procedures will probably produce a bit of grumbling at first but ultimately be of real benefit!
 - The **staff team** is relatively small with most members working part-time. Our areas of responsibility frequently overlap and we regularly need to help each other out. Strong personal relationships are crucial.

Help and Support

We recognise that this is a demanding role and want to support the Operations Director to be successful and happy in it.

You will be a key member of a close-knit and supportive team. Vicar, Parish Administrator, Finance Assistant and Events Manager will all collaborate particularly closely with you.

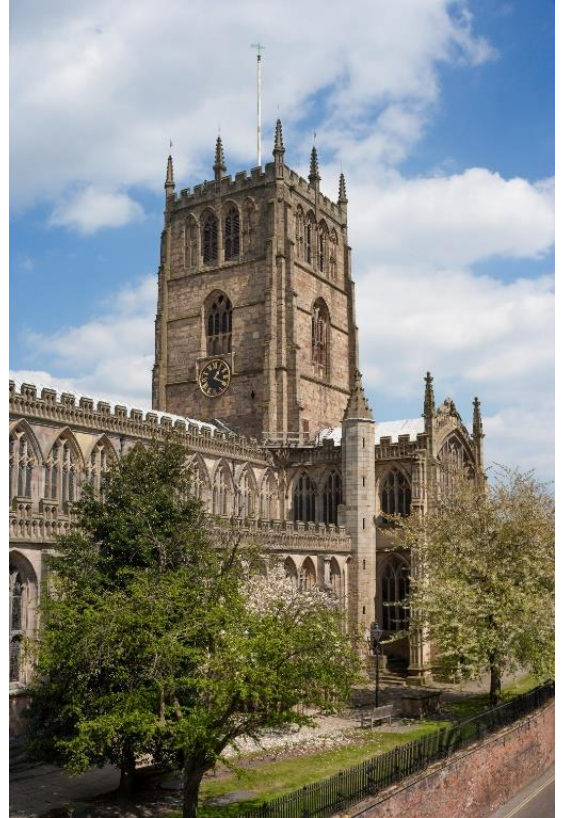
In formal terms, the Vicar will be your line-manager and you will meet with him three times a year for a formal Professional Development Review and two less-detailed interim updates. The approach to these review meetings is essentially collaborative and aims to ensure that you are fully supported in your role and delivery of agreed objectives. Beyond this, James is more than happy to meet informally and will usually buy the coffee!

We strongly encourage the Operations Director to establish/maintain contact with professional networks in the local area. A good number of churches in Southwell & Nottingham (including several within walking distance of St Mary's) employ people in similar roles and all would be pleased to lend advice and support. The Diocese also offers a growing number of networking / training opportunities relevant to the role. See the [Learning Hub page on the diocesan website](#) for a taste of what's coming up in the near future.



About St Mary's

- We are a **parish church**, serving a small but densely-populated square mile of Nottingham City Centre. Our parish is full of shops, cafés, offices, arts and cultural centres. It has student halls, flats, family homes and many public buildings. The streets are busy with people day and night. Among them are well-paid professionals, workers on minimum wage, tourists, shoppers, and some very vulnerable people who are sleeping rough.
- We are a **congregation**, gathered from across the city and beyond. While diverse in background, most people are attracted to worship at St Mary's initially by the stunning medieval architecture and exceptional musical tradition. They stay because of the warm community and open, undefensive way in which Christian faith is explored.
- We are **Nottingham's civic church**, meaning we have a particular calling to engage with, support and pray for the life of the city. In practice, this means we seek to build relationships with a diverse range of organisations, including the City and County Councils, Lieutenancy and Shrievalty, legal profession, universities, schools, businesses and many others. Nottingham Workplace Chaplaincy has strong links with the church as part of this ministry.
- We are a popular **venue for events**. Some of these are commercial lets to support church funds. Others such as school Carol Services, concerts or Nottingham Light Night are hosted as part of our commitment to play an active part in community life.
- We are a **haven of peace** in the heart of the city centre. While only metres from the Nottingham Contemporary and Motorpoint Arena, St Mary's is just far enough away from the crowds to provide a place of stillness and calm. We're open for visitors Monday–Friday and, alongside the tourists, find many people come into the church and churchyard to grab a few moments of reflection and prayer.
- We are **on a journey**, forging a new vision and finding renewed purpose. With a recently appointed vicar and generous financial support from the Church of England, we are asking ourselves again what God is calling us to be. St Mary's is confident in the future, sharing good news of God's love in word and action with ever-growing numbers of people.



Who's Who at St Mary's



The Rev'd Dr James Saunders
Vicar



Ed Mills
Churchwarden



Martyn Jewers
Churchwarden &
Safeguarding Officer



Nick Turner
Operations Director



Peter Davis
Director of Music



Duncan Purves
Verger & Events
Coordinator



Tess Clothier
Administrator



Lucy Haigh
Children's Choir
Director



Andy Thomas
Finance Assistant

Role Description

JOB PROFILE	
Title	Operations Director
Reports to	Vicar of St Mary's in the Lace Market
Location	St Mary's in the Lace Market, Nottingham
Basis of employment	Permanent appointment Part-time, 24 hours per week
DBS check required	Basic
Special requirements	In accordance with the Equality act 2010 there is a genuine occupational requirement for the post holder to be a Christian and a communicant member of the Church of England or a member of the Churches Together in Britain & Ireland. This is in order to shape, lead and support implementation of church's Christian vision.
Date RD written/ updated	September 2025

ROLE SUMMARY
<p>The Operations Director is a key member of the leadership team for the church. The role is first and foremost about enabling St Mary's to translate its Christian vision into practical achievement.</p> <p>The Operations Director will work with the Vicar, PCC and others to implement the church's strategic ambitions and manage resources in order to bring the vision to fruition.</p> <p>The Operations Director, in conjunction with the vicar and PCC, is accountable for all operational matters for the church. They will support, lead and manage employees and volunteers to enable the life and mission of the church.</p>

CHURCH CONTEXT
<p>St Mary's is a city centre church with strong historic links to civic organisations in the city. The church is a beautiful large, Grade I listed building while the churchyard provides the only public green space in the city centre as is widely used by people working in the area.</p> <p>Our vision as a church rest on four pillars:</p> <ul style="list-style-type: none"> • Generous and inclusive welcome • Transformative worship • Exploring and growing in faith • Being a church for the city <p>These pillars rest on essential foundations of sound fabric and sound finance.</p>

KEY RESPONSIBILITIES

STRATEGIC:

- Together with the Vicar, shape and lead implementation of church's vision, supporting other staff and key stakeholders to play their part.
- Identify and bring together resources needed to bring the vision to fruition.
- Contribute to strategic work streams, PCC sub-committees and working parties, as appropriate.

FINANCIAL:

- Work with the Vicar and PCC to promote preaching and teaching programmes that support financial generosity as part of Christian discipleship and maintain parish share trajectory.
- Support the PCC treasurer and Finance Assistant in overseeing financial controls and management accounting.
- Ensure the financial processes, controls, budgeting process and management of the church are effective.
- Work alongside other local clergy, treasurers and finance teams to create robust financial systems and processes (including budgeting and accountability) and explore ways of encouraging generosity to grow giving and enable financial viability in the longer term.

FABRIC:

- Work closely with the Verger / Events Manager to identify and address routine maintenance and repair issues in the church and churchyard.
- Maintain strategic oversight of work identified in Quinquennial Inspections, ensuring the PCC, Fabric Committee and staff team are effectively briefed.
- Work with the Vicar and PCC to progress a major Heritage Lottery Fund bid to address outstanding repair and development needs.
- Be the first point of contact for the Church Architect, consultants and contractors undertaking work on behalf of the church.
- Initiate and progress faculty applications and other permissions required for work to be done.
- Work to ensure that fabric projects are progressed and momentum is maintained.
- Ensure the PCC and staff team are effectively briefed on progress and any impact on church operations.

HUMAN RESOURCES:

- Line manage the Parish Administrator, Verger/Events Coordinator and Finance Assistant.
- Develop and participate in training where applicable.
- Develop and implement guidelines for employee and volunteer recruitment.
- Work with the Diocesan Human Resources Manager to support staff on employment related issues.
- Lead on routine team meetings.
- Any other duties as/when required.

SAFEGUARDING:

- Complete and refresh Leadership level safeguarding training.
- Support the Vicar and Parish Safeguarding Officer in building a church culture that is safe for everyone and all people can flourish.
- Promptly report any concern to the Vicar / Parish Safeguarding Officer.
- Within their area of responsibility, ensure the implementation of all safeguarding policies and procedures within the church.

DAY-TO-DAY OPERATIONS:

- Oversee the church's operational and administrative functions.
- Ensure that efficient structures and systems are in place to maximise effectiveness.
- Work with the Verger/ Events Manager to arrange and manage a wide range of events to connect with the local and city communities.
- Oversee all necessary policies so that St Mary's is effective and professionally sound.
- Ensure people work within best practice and legislative requirements.
- Facilitate the effective integration of staff and volunteers into the life of the church.
- Support church groups where there is an operational element.
- Identify and target areas which can improve operation.
- Work with the Verger / Events Manager in the development and management of the church building.

ADMINISTRATIVE:

- Oversee and ensure the smooth running of the day-to-day operations of the church office.
- Ensure all IT and telecoms provision is effective and efficient, that those using church IT systems have the training and support they need and ensure compliance with GDPR in the storage and use of personal data.
- Contribute to the effective use of communications, including the use of the website and social media.

ROLE DIMENSIONS

Ministry and mission support	To maintain, with the Vicar and PCC, strategic oversight of the Cluster vision and to support / lead on key areas of implementation.
People management	Line management and support of administrative staff. Line management and support of key volunteers.
Key relationships – internal	Vicar Other members of the employed staff team Church volunteers
Key-relationships – external	External organisations (and especially civic institutions) Diocesan colleagues at Jubilee House including Programme Management Office (PMO). Finance Team and Discipleship & Ministry

TERMS OF EMPLOYMENT	
Work pattern	24 hours per week. Flexible working essential according to the needs of the role and responsibilities.
Salary	£24,000 (FTE £35,000) plus 5% Employer pension contribution
Holiday	25 days per annum, plus 8 Bank Holidays (all pro rata)
Probation	6 months

PERSON SPECIFICATION		
	Essential	Desirable
Personal Characteristics and Skills		
Practising Christian who identifies closely with St Mary's values and mission.	X	
Committed to serving and equipping the Church to be effective in discipleship and outreach.	X	
Excellent interpersonal skills.	X	
Excellent communication skills, both oral and written.	X	
Excellent organisational skills, including organisation of self and of others.	X	
Very good team player, able to support and bring out the best in colleagues.	X	
Qualifications and Experience		
Demonstrable experience of leading others successfully, including the support and management of volunteers.	X	
Education to degree level or equivalent. Excellent standard of written English and numeracy.	X	
Experience of organising events for significant numbers of people.		X
Demonstrable experience of good organisational administration.	X	
Experience of managing change.	X	
Knowledge and Understanding		
Good level of competence with Microsoft Office applications. Capability to quickly learn new applications.	X	
Good understanding of essential Health and Safety regulations and willingness to learn and apply this to the range of activities at St Mary's.	X	
Good understanding of the principles of Safeguarding of Children and Vulnerable Adults, and willingness to develop a thorough working knowledge of safeguarding.	X	
Working Pattern		
Willing and able to work flexibly, recognising that Church life does not fit normal office hours. You can expect to work some evenings and weekends and to attend and participate in meetings/events.	X	

Want to find out more?

If you would like to have an informal discussion, speak to the current post-holder, arrange a visit or simply find out more, we'd be delighted to arrange this. Please contact James Saunders (vicar@stmarynotts.org).

