



MBC Role Description: Operations Manager

MBC VISION

By the power of the Spirit, together we:

- **Connect** with God and others;
- **Grow** to be more like Jesus; and
- **Serve** Him here and beyond.

ACCOUNTABILITY

The Operations Manager is accountable to the Property and Finance Team (PFT), and more broadly to the church membership through the Church Leadership Team (CLT).

NATURE OF ROLE

The Operations Manager is a team leadership role responsible for carrying out day-to-day tasks and managing efficient, cohesive teams and effective practices that facilitate excellence in ministry. A commitment to this role requires a high level of commitment to maintaining confidentiality.

QUALIFICATIONS

Desired gifts for this role include Leadership, Wisdom, Administration, Organisation, Financial insight, Helps, and Service.

Holders of this role are to demonstrate:

- A servant-hearted attitude.
- A desire to show God's love to others through their service.
- Good communication skills.
- Experience in business administration, management, or operations.
- A proven ability to cultivate strong, collaborative relationships and foster unity between ministry and administrative teams that report to this role.
- An understanding of the *Safe Church Policy* and a signed commitment to abide by the *Code of Conduct for Staff and Volunteers*.
- Completion of Baptist Association of NSW and ACT online WHS modules for staff and managers.
- Church membership in good standing. Applicants who are not already members of MBC will be required to become members.
- Regular participation in the life of Mayfield Baptist Church (MBC).

REMUNERATION

Remuneration to be negotiated based on level of experience and qualifications

NUMBER OF DAYS OF EMPLOYMENT

This position is a full-time role. If the right applicant is found, the role may be adjusted to accommodate a part-time load.



CORE PRINCIPLES

Those who serve within the Church are expected to demonstrate the following core principles in their lives:

Character

The person must express the outward fruit of a personal relationship with Jesus, such as prayer, Bible study, and ministry involvement. They must be a person of honour and trust who models obedience, grace, and spiritual maturity that others can follow.

Care

The person is to demonstrate loving care for people's well-being and eternal value. Jesus said that the most important thing is to first love God and, second, to love others.

Competence

The person must possess growing competence and a maturing skill set that will enable them to fulfil their role with integrity.

Chemistry

As part of a ministry team framework, each person is to be committed to the church's purpose and core values, overall ministry philosophy, and to doing all within their ability to protect the unity of the Church.

KEY REQUIREMENTS

The successful applicant will need to have demonstrated strength in empowering and leading teams, as well as an understanding of and familiarity with systems theory and approaches to improving efficiency.

In the area of team leadership, the applicant must be able to engender team cohesion, work collaboratively across sectors, and demonstrate a high level of management experience.

In the area of systems, the applicant must be able to think strategically, identify blockages to new and efficient ways of organising our church community, and envision and implement creative solutions to these blockages while effectively managing change processes.

Due to the elevated nature of the responsibilities involved, the successful applicant will be required to submit a Police Check and Working with Children Check (WWCC), and complete and maintain Creating Safe Spaces training and its updates in accordance with our Safe Church policy requirements.

SKILLS REQUIRED

It is envisioned that this role will require:

- Sound leadership and management skills.
- An understanding of and familiarity with technology, including Church Management System (CMS) software (such as Elvanto), accounting software (e.g. Xero), spreadsheet software, databases, visual presentation software, Canva, Google Forms/Drive, PDF writers, and other relevant technology.
- The ability to use various communication methods, including verbal, written, and social media.
- Demonstrated ability and experience in managing church, not-for-profit, or business operations.
- The ability to draft policies, protocols, and processes.
- The ability to create working forms with accessible fields that participants can use easily.



- An understanding of Fair Work policies, SafeWork practices, Baptist standards, and MBC policies.
- The ability to create efficient systems that produce accurate records and reports.
- Experience in public presentation when required.
- Experience with financial management systems such as Xero.

PRIMARY WORKING RELATIONSHIPS

- Pastoral Staff Team
- Church Leadership Team (CLT)
- Property and Finance Team (PFT)
- Finance Admin Team
- Safe Church Team (SCT)
- Ministry leaders
- External accountants and auditors

EXPECTATIONS

- Leadership skills and wisdom in managing teams and processes are high expectations for this role.
- Responsibility and reliability.
- It is expected that there will be a flexible workplace arrangement in place, and not all working hours will need to be undertaken on-site in the Church Office.
- There will be some minimum meeting time requirements. At the time of writing, these include:
 - **Weekly staff team meeting:** Currently every Monday morning.
 - **Monthly CLT meeting:** Currently the second Monday evening of each month, in a non-voting capacity, to record minutes and provide input on operational matters.
 - **Monthly PFT meeting:** Currently the first Wednesday evening of each month, in a non-voting capacity, to record minutes and provide input on operational matters.

RESPONSIBILITIES

Organisational leadership

- Work with pastors to understand the administrative tasks that will release them to provide ministry with best practices.
- Identify blockages to new and efficient ways of organising our church community to achieve its mission, and envision and implement creative solutions to these blockages.
- Organisationally support the oversight of Mayfield Baptist's residential properties (currently Mayfield House and The Fields). This would be done in consultation with the facility managers.
- Liaise with Safe Church Team (SCT) to ensure processes in CMS facilitate robust recruitment practices of volunteers and reporting of safe church concerns.

Management and care of Administrative Teams

- Lead, supervise and care for the Finance Admin Team.
- Assist the Church Treasurer and PFT in managing church finances.
- Assist the PFT in property-related matters.
- Manage leave for volunteer staff to ensure a healthy and sustainable administration team.
- Improve processes to create better efficiencies and proficiencies.



Specific Administration Processes

- HR and payroll responsibilities.
- Assist the treasurer with preparation and monitoring of annual budget.
- Overseeing of the collection and receipting of income and the payment of expenditure and wages.
- Provide management oversight of the church's administration and accounting operations, including Xero and the Church Management System (currently Elvanto), in conjunction with the Super Admin or acting as Super Admin, depending on the applicant's skill set.
- Troubleshoot financial issues or gaps in processes as they arise.
- Ensure that the church's key operational processes are well documented and communicated to stakeholders.
- Provide oversight of statutory obligations (e.g. ACNC requirements).
- Manage facility bookings to enable the mission of the church and ensure wise use of resources.
- Regularly review policies and draft new policies as required to facilitate effective ministry and organisation.
- Review of insurance arrangements.
- Ensure data input provides robust and accurate reports.
- Generate reports for the various leadership teams in a timely manner.
- Other responsibilities will evolve over time.

END OF ROLE DESCRIPTION