



CROSSLINKS

Job Description and Person Specification for Operations Director

Final Version

Version 1.3
March 2008



CROSSLINKS

JOB DESCRIPTION

Job Title: Operations Director

Salary: Package around £46,000

Hours of work: Thirty five hours per week

Responsible to: Mission Director/CEO

Responsible for: All staff within the organisation, approximately twenty

Objectives of the post

- To ensure the smooth running of all operational teams within the organisation
- To ensure the ongoing, overall financial health of the organisation
- To be responsible for Human Resource, Health and Safety and Risk Management functions
- To ensure Crosslinks' supporters, members and partners receive appropriate support and information, in a timely manner
- To be responsible for stimulating and co-ordinating support including income generation from churches, members and individuals
- To ensure that all Crosslinks' activities are within the law and within the Ethos Statement and objectives of the organisation
- To have responsibility in conjunction with the Mission Director/CEO, for the overall governance and operational structures of the organisation, and as such will have clearly defined objectives and goals pertaining to governance, to achieve and report on, to Crosslinks' Council
- To be responsible for furthering biblical mission worldwide through the oversight of recruitment, selection and support of all Mission Personnel

Background to the post

Working to the Mission Director/CEO and in close collaboration with the Crosslinks Council, the postholder will have direct responsibility for all staff within the Crosslinks structure. The post of Operations Director is a pivotal role which has responsibility for the daily running of the organisation and managing all aspects of the organisation on a daily basis.

This post will play a major role in taking the pressure of the day to day management of Crosslinks away from the Mission Director/ CEO, thereby allowing him/her to take on the vital strategic and forward directional roles necessary for the organisation's future growth.

Applications for this post will be welcome from any Christian [a genuine occupational requirement under Section 7 (3) of The Employment Equality (Religion and Belief) Regulations 2003],

Main Duties and Responsibilities

Finance Human Resources and Administration

- Co-ordinate the preparation of the annual budget, monthly management accounts and audited accounts for submission to the Crosslinks Council
- Perform reviews of divisional activity against budget and other key targets
- Take a leading role in development and monitoring of all income generation activities
- Oversee the provision of finance, administrative and HR support to the organisation on a continuing basis
- Maintain an effective system for the recruitment, management, training and development of staff and volunteers to achieve the organisation's objectives
- Oversee training of staff members, including the setting, monitoring and achievement of key performance indicators, as set by Crosslinks Council
- Review the administrative systems, procedures and working practices of Crosslinks' personnel to ensure an effective appraisal system and a sound Equal Opportunities Policy
- Ensure the necessary resources are provided and proper standards maintained for the protection of staff and volunteers, including the legal requirements, Health and Safety and the maintenance and security of property
- Ensure there is an annual calendar of effective meetings of the Crosslinks Council and the efficient organisation of Crosslinks' Conferences and the

Annual Meeting of Members

Other operational duties

In addition, this post will interface directly with all aspects of the organisation's operational activity, allowing an objective, high level assessment of overall effectiveness and efficiency to be ascertained and monitored. This will include:

- Working with Team Leaders, to develop a business plan for individual Teams and ensure that appropriate targets are set, monitored and achieved
- Ensure high levels of supporter and partner satisfaction are maintained at all times, including regular monitoring and assessment
- Investigate and resolve individual supporter and church based queries and complaints, as necessary
- Develop, for Crosslinks' Council, policies to cover all aspects of Crosslinks marketing, advertising, programmes, income generation, finance and administration activity. Implement an appropriate monitoring and reporting system that will provide appropriate assurances to Crosslinks' Council on the effectiveness of these and that they are being met on an ongoing basis
- Monitor income generation and all external publicity to ensure it is consistent with Crosslinks' objectives and is within guidelines issued by the relevant regulatory bodies
- Take a leading role in the development and production of all communications materials, both internal and external, including the use and development of Crosslinks' website. Monitor and review the effectiveness of communications on an ongoing basis, reporting to Crosslinks' Council at regular intervals on the effectiveness of communications activity
- Ensure that all financial payments to all Mission Personnel are made appropriately or as agreed and in a timely manner
- Ensure regular communication with Mission Personnel in order to meet their support requirements and requests for resources are actioned in an appropriate and timely manner.
- Where necessary, to ensure that the safety and wellbeing of Mission Partners is dealt with as a priority.
- Oversee the post deployment programme for all of Crosslinks Mission Personnel.
- Anything else requested by the Mission Director/CEO commensurate with the post



CROSSLINKS

PERSON SPECIFICATION

Job Title: Operations Director

The individual appointed will be asked to provide demonstrable evidence that they are a committed Christian, taking an active role in the local church and prepared to align themselves with and sign the Crosslinks 'Basis of the Society and Statement of Faith'

Knowledge

- Have a clear and biblical understanding of 'mission' and the role of a 'mission agency' in the context of Crosslink's ethos statement
- Understanding of effective, Christian income generation techniques

Experience

- Previous experience of supervising a multi-disciplinary team
- Excellent communication skills, both written and verbal
- A willingness to be 'hands on' as may be occasionally required, in order to ensure the organisation is run effectively and efficiently at all times, (although this is likely to be minimal).
- Experience in the setting, and achievement of, both personal and team targets
- An organised and disciplined approach to work related tasks

Skills and abilities

- A demonstrable high level of effective organisational skills

Qualifications

An appropriate qualification would be desirable. Previous management experience at a similar level is essential