

## **Job Description** **Operations and Delivery Manager, HeartEdge**

<b>Position</b>	Operations and Delivery Manager, HeartEdge
<b>Department</b>	HeartEdge
<b>Responsible to</b>	Vicar, St Martin-in-the-Fields
<b>Salary</b>	£45,000 per annum
<b>Location</b>	Hybrid; 2 days from home and three days from our office at St Martin-in-the-Fields, Trafalgar Square, WC2N 4HJ
<b>Full-time/Part-time</b>	Full-time
<b>Role overview</b>	To provide operations delivery for HeartEdge, a network of churches initiated by St-Martin-in-the-Fields. The role will include effective implementation of HeartEdge's resources and programmes, realisation of strategic plans, organisational leadership, improvement of operations, and the building of key relationships, alongside financial operations and collaboration with the St Martin-in-the-Fields Trust.

### **Background**

St Martin-in-the-Fields (St Martin's) is a remarkable 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 the arts and much more. The church is a 300-year-old architectural jewel. We have iconic spaces that attract hundreds of thousands of people to our site each year. St Martin's has five boards, overseeing each of the five principal branches of the organisation, namely the Trust, the Charity, St Martin-in-the-Fields Limited, the PCC and The Connection. The church has a number of related organisations and 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.

One such organisation is HeartEdge. HeartEdge is an international, ecumenical movement supporting churches to be at the heart of their communities, while being with those on the edge. Our team of experienced consultants works with churches across the UK to create new initiatives for engaging with the wider community in the areas of commerce, compassion, culture and congregational life, and provides a platform for those in church leadership around the country to benefit from our resources and experience.

Over the course of the past eighteen months, HeartEdge has been growing and evolving its purpose so that we can create a sustainable model by which to deliver effective training. This training will take the form of community "Edge Labs", a mix between workshops and specialised learning communities, to support churches that are seeking to shape their mission around HeartEdge's four key areas:

- Congregation - inclusive approaches to liturgy, worship and day-to-day communal life;

- Compassion – models of outreach serving local need and addressing social justice;
- Culture – art, music and ideas to re-imagine the Christian narrative for the present moment; and
- Commerce – activities that generate finance, creatively extending and enhancing mission and ministry through social enterprise.

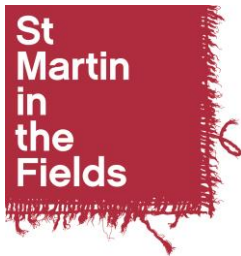
Our team is designing and launching a suite of HeartEdge products and services to deliver to both individuals and churches across the country to add them to our network of HeartEdge Churches and HeartEdge Practitioners.

### **Nature and Scope of the Job**

We are now seeking an Operations Manager who will play a crucial role in helping churches and individuals use HeartEdge resources to develop and implement commercial projects. The successful candidate will oversee the day-to-day running of HeartEdge's operations, gathering and analysing data to identify areas for improvement, developing solutions to ensure projects are kept on budget and on time, and implementing systems to ensure stakeholders understand and can actively engage with building the HeartEdge community.

### **Main Duties and Responsibilities**

- Ensure HeartEdge's resources and programmes are delivered well, with effective implementation and happy end-users;
- Work with the product management team to turn our strategic plans into reality, improving processes and systems to support our growth;
- Take care of the user experience after commitment, ensuring a smooth transition and ongoing engagement with HeartEdge's offerings;
- Develop and keep up to date operational procedures and documentation, ensuring they match our strategic goals and comply with funding requirements;
- Lead organisation and delivery of events, workshops, and other activities, ensuring they reflect HeartEdge's values and operational excellence;
- Monitor and report delivery and operations, finding areas to improve and innovate;
- Build strong relationships with constituents, members, and partners as a critical point of contact for operational enquiries;
- Help recruit and train future team members to support the operational needs of HeartEdge;
- Be responsible for financial oversight and budget operations, reporting on financial performance;
- Plan and allocate project budgets, partner with the St Martin's finance team to ensure accounts payable and receivable for HeartEdge are being paid/received and tracked alongside the budget;
- Monitor cash flow and financial forecasting throughout the project and identify areas for spending and saving in accordance with HeartEdge's aims;
- Collaborate with the St Martin's Trust on fundraising applications and ensure all information required is gathered well ahead of time; and
- In time, divide task responsibility (RACI) with the Innovation and Product Strategy Lead.



### **Person Specification**

The ideal candidate will be an experienced operations manager who is enthusiastic and detail-oriented, and who is keen to embrace challenges head-on and relishes working in a dynamic environment. They must also be passionate about the ethos of HeartEdge, alongside:

- Demonstrable experience in fostering innovation within commercial projects, with an ability to translate complex commercial concepts into actionable church-based initiatives;
- Proven experience in operations, project management, or a related field, ideally within a startup, non-profit, or community-focused environment;
- Strong organisational and leadership skills, with the ability to effectively manage multiple projects and priorities;
- Excellent communication and interpersonal skills, working closely with different teams and engaging with diverse stakeholders;
- A commitment to HeartEdge's mission and understanding of the challenges and opportunities in church and community partnerships;
- Flexibility and creativity in problem-solving, with a willingness to explore new ways to be more operationally efficient;
- Experience in organising events, providing customer support, and improving processes; and
- Deep understanding of how commercial ventures can be leveraged within church settings to support and expand their mission, with a commitment to integrating this with the broader HeartEdge 4Cs framework.

***Please note** that this role carries an occupational requirement under the Equality Act 2010 that the postholder is a practising Christian.*

### **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.

### **Why should you apply?**

- You want to progress your career and increase your own knowledge and skills in a supportive and compassionate environment;
- You want a competitive salary and benefits; and
- You want to work in a progressive and inclusive environment that celebrates individuality and self-expression every day.

### **How to apply**

To apply for this post, please email the following to [peopleandculture@smitf.org](mailto:peopleandculture@smitf.org) by close of play on Friday 31<sup>st</sup> May 2024:

- A supporting statement, explaining why you believe you will excel in this role; and
- An up-to-date CV detailing your relevant achievements.