

# DIOCESE OF SALFORD

<b>Job Title:</b>	<b>Operations Manager</b>		
<b>Department:</b>	Department of Finance and Administration		
<b>Reports to (job title):</b>	Director of Administration and Personnel Cathedral Dean		
<b>Accountable to:</b>	Trustees of the Diocese of Salford		
<b>Responsible for:</b>	Housekeeping supervisor and housekeeping staff Campus facilities and maintenance staff Catering and events staff Agreed contractors conducting maintenance		
<b>Key relationships:</b>	Line management Parish and retired clergy in residence in the Cathedral House Various Clergy and Heads of Departments based from the Cathedral Centre Future occupants of the buildings under development Volunteers for agreed specific events.		
<b>Location:</b>	Cathedral campus including the <ul style="list-style-type: none"> <li>• Cathedral Church of St John the Evangelist,</li> <li>• Cathedral House</li> <li>• Cathedral Centre</li> <li>• Former Education Office (under development)</li> </ul> All located on / around Chapel Street / Ford Street, Salford, M3 6DP	<b>Travel Required:</b>	Occasional travel may be required but this is not a core aspect for this role.
<b>Level/Salary Range:</b>	Competitive	<b>Position Type:</b>	Full-time, permanent
<b>Hours of Work:</b>	35 hours per week. Given the operational nature of this role, evening and weekend working will be required for which Time Off in Lieu will be provided.	<b>Holidays</b>	Competitive
<b>Overview and job purpose:</b>			
<p>The Cathedral, Cathedral House and Cathedral Centre are of great significance to the Church in Salford. The <b>Cathedral</b> is the ‘seat’ of the Bishop of Salford and ‘Mother Church’ of the diocese. It also serves as a parish church to an increasingly thriving community. The celebration of Mass is celebrated at least twice daily, with a number of extra-ordinary or diocesan celebrations taking place in addition to the routine calendar. The Cathedral is the place where the wider diocesan community gather to celebrate Mass and other liturgies central to the life of the Church.</p> <p><b>Cathedral House</b> is the home of the parish priest and his assistant, as well as a number of retired clergy. It has facilities for parish programmes of catechesis and formation, meetings, social</p>			

events and other diocesan activities and a café is located at level 0 which is currently open each weekday and occasionally for events at the weekend.

The **Cathedral Centre** is the administrative hub for the Central Services of the Diocese with around 90 people based in the building. These employed staff deliver a wide range of practical and administrative support to the Diocese as a whole. The Centre has several meeting rooms for internal and external conferences and is used during office hours as well as at the evening and weekend.

Finally, plans are being developed for a building located adjacent to the Cathedral House and Cathedral Centre, which is likely to be for mixed-use of residential/commercial and other office/archive storage.

The purpose of this role is to unify and integrate the aspects of operational management across the various buildings in the complex to ensure a consistently high standard across all premises.

This is a newly created post to support the Cathedral Dean, responsible for the Cathedral and House, and the Director of Administration and Personnel, responsible for the operations in the Centre and the premises currently under development. It is designed to provide appropriate leadership and management for teams, which work across the campus to provide housekeeping, maintenance and catering services. The successful candidate will ensure the highest standards of safety, hygiene, hospitality and welcome through effective operational management. They will have oversight of the catering arrangements and be able to support the development of business operations delivered across the campus.

The ideal candidate will be highly motivated, flexible and innovative with a positive can-do approach. They will be able to quickly establish effective working relationships and focus a broad team on achieving key objectives efficiently.

### **Job Description:**

#### **Leadership**

- Work closely with the Cathedral Dean and Director of Administration and Personnel to contribute to strategic thinking and development of the various buildings.
- Develop and implement plans to ensure the continued improvement of the facilities and an innovative and responsive service to internal departments and the wider diocese.
- Provide leadership and management across all operational aspects across the campus to develop and sustain excellence in all aspects of operational management including:
  - Manage the caretaking, planned maintenance and reactive repairs, cleaning and housekeeping functions to ensure all areas are safe, clean and tidy both internally and externally for residents, staff and visitors.
  - Management of catering staff and provision of food for residents and visitors and, where appropriate, develop commercial opportunities for the café and through events.
- Support leadership and management by providing regular progress updates and reports, areas for further or future development, identifying areas to improve value for money.
- Develop and implement Diocesan policies for the use of premises and conference rooms e.g. bookings policies.

### **Facilities Management**

- Be the nominated local individual responsible for health, safety and security arrangements of the premises including co-ordinating opening and closing arrangements for the facilities.
- Manage the facilities around the campus including the proactive and reactive approach to completing repairs and maintenance, providing advice and support to the Dean in relation to the management of the Cathedral. (There are many shared services between the different adjacent buildings, however, the Cathedral has a large number of independent systems).
- Managing maintenance and facilities staff as well as specialist service contracts in line with required service level agreements.
- Oversee a wide range of infrastructure contractors across the campus including engagement with specialist IT, telecoms and Building Management Software and other key suppliers.
- Co-ordinate the activities and manage the performance of routine and occasional contractors in line with service level agreements, ensuring that managers and engineers are providing timely and efficient services which represent excellent value for money.
- Ensure statutory inspections are undertaken at the appropriate frequency, recorded properly and actions identified and undertaken in a timely manner.
- In collaboration with nominated contractors, engage in the negotiation and tendering of new and existing Service Level Agreements.
- Manage and oversee the consumption of all utilities across campus; where appropriate, propose new ways to improve energy efficiency and reduce environmental impact.
- Manage the arrangements for the disposal of waste materials, ensure statutory compliance and develop systems to reduce waste and improve environmental efficiencies.

### **Compliance**

- Manage the processes for compliance in accordance with Diocesan policies and procedures across the campus including:
  - Health and safety procedures for premises and staff including developing, implementing and monitoring risk assessments and any actions arising.
  - Fire safety including, but not limited to ensuring systems are compliant, evacuation procedures are developed and implemented with drills arranged and appropriately recorded with the HR Department.
  - Maintenance of First Aid equipment, ensuring sufficient emergency responders.
  - Reporting of all accidents, incidents and near misses to appropriate management.
  - To be responsible for all emergency planning across the campus, including creating response and contingency plans.
- Where appropriate, implement specific diocesan policies for the safeguarding of vulnerable groups, data protection (e.g. CCTV)

### **Catering and Events**

- Develop, improve and sustain a creative, high-quality food offer to residents, staff and visitors by managing catering and front-of-house staff.
- Ensure high standards of food hygiene and cleanliness are maintained.
- Ensure the efficient operation of the Cathedral Centre Café, including overseeing staffing rotas, training and ensuring annual leave is covered.
- Monitor food, drink and consumable supplies, ensure compliance with stock control and stock-taking systems so as to identify and reduce wastage.
- Ensure compliance with cash handling procedures, invoicing of buffets and meals to external users and internal recharge notices are provided in a timely fashion.
- Act as a 'front of house' manager for major events to ensure effective co-ordination and delivery of services.
- Where appropriate and in line with the ethos and values of the Diocese, develop opportunities to generate revenue from events and the café.

### **Communication**

- Provide regular reports to Senior Managers and Trustees in written and verbal form.
- Ensure that residents, staff and visitors are kept fully informed of works, developments in processes or new arrangements.

### **Engaging people**

- Model positive behaviours to a wide diverse range of individuals and groups to motivate and enable.
- Support the Diocese to create an ethos within which all staff are motivated and supported to develop their own skills and knowledge.
- Develop effective relationships with colleagues to ensure continual improvements.

### **Ensuring value for money**

- Ensure the effective, efficient management of resources to deliver a high quality service and best value for money.

## **PERSON SPECIFICATION**

	<b><i>Essential</i></b>	<b><i>Desirable</i></b>
<b>Qualifications and training:</b>	The successful candidate will: <ul style="list-style-type: none"><li>• Have a degree level qualification <b>or</b> have suitable, substantial evidence of experience relating to the role.</li><li>• Willingness to undertake further training.</li></ul>	The successful candidate may: <ul style="list-style-type: none"><li>• Have a degree level qualification in business, business development or operational management.</li><li>• Have qualifications in health and safety, catering and/or facilities management.</li></ul>

<b>Experience:</b>	<p>The successful candidate will have:</p> <ul style="list-style-type: none"> <li>• Minimum 5 years' experience in a similar level role, preferably gained in an organisation with multiple stakeholders.</li> <li>• Have experience of managing facilities and compliance aspects with familiarity to key legal and safety requirements.</li> <li>• Experience of managing staff.</li> <li>• Experience of managing projects.</li> </ul>	<p>The successful candidate may have:</p> <ul style="list-style-type: none"> <li>• Experience of setting and managing budgets and controlling resources.</li> <li>• Experience specific to a church environment.</li> <li>• Experience implementing strategic plans.</li> </ul>
<b>Knowledge and skills:</b>	<p>The successful candidate will be able to demonstrate:</p> <ul style="list-style-type: none"> <li>• Excellent understanding of the principles associated with planning, monitoring and delivering services.</li> <li>• Excellent verbal and written communication skills in order to present reports and information to others.</li> <li>• A proven ability to work sensitively with diverse groups.</li> <li>• Excellent people management skills, with the ability to model behaviour and coach others.</li> <li>• Overall good organisational / project management skills.</li> <li>• Ability to prioritise their workload with conflicting deadlines, while maintaining a high level of accuracy and attention to detail.</li> <li>• Ability to problem solve and innovate.</li> <li>• Good IT skills (MS Office, etc.)</li> <li>• Sound judgement and decision-making skills in complex situations.</li> </ul>	<p>The successful candidate may:</p> <ul style="list-style-type: none"> <li>• An understanding of the structures and organisation of the Roman Catholic Church.</li> </ul>
<b>Personal qualities:</b>	<p>The successful candidate will have:</p> <ul style="list-style-type: none"> <li>• High expectations of themselves and the ability to set and maintain professional standards for others.</li> <li>• A calm and organised nature.</li> </ul>	

	<ul style="list-style-type: none"> <li>• The ability to work as both part of a team and independently.</li> <li>• The ability to maintain successful working relationships with other colleagues.</li> <li>• High levels of drive, energy and integrity.</li> <li>• A commitment to opportunities and empowerment for others.</li> <li>• An understanding that the Diocese of Salford is a faith-based religious organisation and the ability to work with sympathy towards and respect for the values and ideals of the Church.</li> <li>• Enthusiasm for effectively leading and managing others.</li> <li>• Confidence to work with a diverse group of stakeholders including trustees, clergy, senior staff, parishioners, etc.</li> <li>• Proven ability to maintain successful working relationships with other colleagues.</li> <li>• The ability to motivate others and lead their practices.</li> <li>• High levels of drive, energy and integrity.</li> </ul> <p>They will be:</p> <ul style="list-style-type: none"> <li>• Committed to promoting high standards of services across the campus.</li> <li>• A reliable, self-motivated and with a proactive work ethic.</li> <li>• Able to work sensitively with confidential information.</li> <li>• Able to plan and take control of situations.</li> <li>• Committed to contributing to the wider work of Diocesan Central Services.</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Capable of handling a demanding workload and successfully prioritising work.</li> <li>• Professionally assertive and clear thinking.</li> </ul>	
<p>The above description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It may be amended from time to time, after consultation with the post holder. Any changes will be agreed in conjunction with the Head of Department.</p>		
<b>Other Information:</b>		
<p><b><u>References and Reports</u></b></p> <ul style="list-style-type: none"> <li>• <i>Two professional references will be required.</i></li> </ul> <p><b>Health and Safety:</b> <i>All employees are required to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.</i></p> <p><b>Confidentiality:</b> <i>During their employment the post holder may gain knowledge of confidential matters which may include personal or business related matters. Such information must be considered with high levels of confidentiality and must not be discussed or disclosed. Failure to observe confidentiality could lead to disciplinary action.</i></p> <p><b>Data Protection:</b> <i>Where it is a requirement of the role, the post holder will have access to computers and other information technology. He/she will be required to ensure that appropriate security procedures are followed and that confidential information such as passwords are not communicated to unauthorised individuals.</i></p> <p><b>Safeguarding:</b> <i>The Diocese of Salford is committed to safeguarding all children and vulnerable groups at risk within its community. The Diocese aims to embed a culture of safeguarding to prevent abuse and to provide support to individuals who have been hurt by abuse, taking the necessary actions to reduce the likelihood of further harm. All diocesan employees are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures.</i></p> <p><i>In fulfilling the duties of this role, the post holder may come into contact with children or vulnerable adults. Therefore, they must adhere to diocesan safeguarding procedures.</i></p> <p><b>Probationary period:</b> <i>This position is subject to completion of an initial probationary period of six months.</i></p> <p><b>Driving:</b> <i>A driving licence and access to a vehicle will be required along with the ability to travel regularly to various parts of the Diocese.</i></p> <p><i>All Diocesan employees are expected to work with the highest standards of conduct at all times. Maintaining the respect and dignity for colleagues, clergy and visitors is essential. Employees are also expected to support the creation of a warm, pleasant and hospitable working environment.</i></p>		
Compiled By:	Patrick O'Dowd	Date: March, 2019
Reviewed By:	Fr Michael Jones	Date: March, 2019

I accept and agree with the details contained in this job description.			
Signed by Employee:		Date:	
Signed by Employer:		Date:	

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