HOLY TRINITY
KENDAL PARISH CHURCH
KCT1000

Operations & Events Manager

Job Description

Hours of Work: 0.8 FTE
Salary: £28,000 p.a. (£35,000 FTE)
Contract: Fixed Term for 3.5 years (in line with NLHF grant), with the intention to extend beyond this in a revised role.

Purpose of the role

The Operations & Events Manager will play a lead role in implementing Kendal Parish Church's KCT1000 project, and in particular will be the Project Manager for the non-capital works element of the project, working closely with the Vicar, Church Wardens and Project Sponsor. They will be responsible for delivering the agreed activity plan, the heritage exhibition, and other business plan objectives, with a focus on ensuring operational readiness - once the capital works to the project have been completed - in time for a public launch in September 2028.

Accountability and Key Relationships

- The Operations & Events Manager will be line managed by the Vicar of Kendal Parish Church.
- With regard to the delivery of the KCT1000 project, they will be accountable to the KCT1000 Project Board.
- They will have line management responsibility for the Heritage Engagement & Volunteer Co-ordinator, the Administrative Assistant (Projects, Buildings and Events) and be responsible for their training and development.
- They will work closely with the Project Sponsor for the capital works element of the KCT1000 project, and the Project Sponsor for the non-capital works elements of the KCT1000 project.
- They will liaise with the Church Wardens on the wider operational management of the church.
- They will make strategic connections with local partners and communities to support the delivery of the project.

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Key Responsibilities

1. Working closely with the Vicar, develop relations with a wide range of commercial and community partners, in order to plan and deliver an events, exhibitions and community engagement programme, in line with the agreed Activity Plan for the church.

2. Lead on marketing and communications for the project including developing website content, marketing campaigns, and social media, with the support of a marketing and communications consultant.

3. Oversee the church's engagement with Creative Core (our appointed Interpretation and Design agency), ensuring that the church's heritage exhibition and other interpretation materials are appropriately developed and installed.

4. Develop appropriate operational policies, procedures and systems in line with legal and good practice requirements, using ChurchSuite and other software, to improve efficiency across the whole of the church's activities, and ensure that visitor numbers, event attendance and profiles, and volunteer engagement are monitored and reported.

5. Manage and work with the evaluation consultant to evaluate project activities and implement recommendations.

6. Support the church's engagement with the National Lottery Heritage Fund, providing progress and monitoring reports and attending review meetings as required.

7. Oversee the operational management of the church building and ensure that routine and one-off maintenance is delivered in a timely fashion to agreed budgets and be accountable for the management of other budgets as assigned.

8. Assist in maintaining a healthy, safe and secure environment and to ensure engagement events are carried out in accordance with Church of England Safeguarding, Health and Safety policies, ensuring risk assessments are carried out for all volunteering activities and public events.

9. Promote and implement the church's values and equal opportunities policies in all aspects of employment and service delivery, respecting the church as a place of worship.

10. Undertake other such duties as may be necessary to support the delivery of the KCT1000 project and the wider operations of the church.

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Person Specification

	Essential	Desirable
Experience and Understanding		
Experience of developing and managing new projects.	√	
Experience of managing the operations of a multi-use building open to the public in a heritage or place of worship context.	√	
Experience of managing staff and volunteers.	√	
Experience of establishing, developing and maintaining key partnerships and relationships across communities to support work programmes.	√	
Experience of working on projects funded by the National Lottery Heritage Fund.		√
Fundraising experience.		√
Experience of developing work with schools and other learning providers.		√
Knowledge		
Knowledge of heritage research.		√
Skills and Competencies		
Able to work collaboratively with a wide range of partners.	√	
Excellent communication skills including written and verbal presentation to a wide range of audiences and use of social media.	√	
Able to manage revenue and capital budgets.	√	
Excellent organisational and project management skills.	√	
Proficient in MS Word and Excel.	√	
Personal Attributes		
Able to work comfortably in a faith-based organisation and be sympathetic to, and supportive of, Christian values.	√	
A highly collaborative team-player who is willing to work flexibly and is open to change.	√	
Able to work on own initiative and manage multiple priorities.	√	
Committed to equality, diversity and inclusion and anti-discriminatory practices.	√	
Committed to promoting a culture of excellence in customer service.	√	
Committed to the development of self and others.	√	
Work-related circumstances		
Flexibility to work evenings and weekends to suit volunteer patterns and public events.	√	

The post will be offered to the successful candidate subject to satisfactory references and proof of eligibility to work in the UK.