

Head of Operations

We are looking for someone who likes making things work well, through good process, policy, infrastructure and care for our people. Someone who is confident understanding IT infrastructure and tools, plus has a track record of enabling strong teamwork through developing people, process and policy.

Ideally, the person has held responsibility for some aspects of operations within an organisation and has experience of managing projects which requires regular reporting and budget management. They will have experience of helping a team work well together, developing individuals. Someone who has experience in change management and working collaboratively across different teams/parts of an organisation.



ABOUT SIM UK

VISION OF SERVING IN MISSION:

We work hand-in-hand with evangelical churches, to send and receive gospel workers equipped for cross-cultural mission, wherever people live and die without hearing God's good news.

With over 7,000 people groups and 3.37 billion individuals in unreached people groups there's a massive task at hand and we need quality people to work with us to reach more people with the Gospel.

WHY WORK FOR SIM?

We are passionate about what we do, we are fuelled by prayer and by trusting in God to lead us in our work. This means we can be at the forefront of cross-cultural mission with our focus on reaching the least-reach peoples in different countries. Serving in multicultural teams and receiving missionaries to the UK as well as sending. Come and be part of something exciting and see where God leads us.

ABOUT SIM UK

SIM stands for "Serving In Mission" and as SIM UK we are part of a global community of churches and mission workers co-operating in intercultural gospel ministry.

Our purpose is to make disciples of the Lord Jesus Christ by crossing barriers locally and globally to proclaim the crucified and risen Christ, expressing his love and compassion, working together with churches to fulfil Christ's commission in communities where he is least known.

We started 130 years ago and now send mission workers to every inhabited continent on earth. Internationally, SIM has more than 4,000 workers, serving in more than 70 countries and sent by churches from all parts of the world.

THE TEAM

You would be joining a friendly, prayerful, vision-led team, located both in Cambridge and across the UK. We support more than 150 mission workers working on multicultural teams around the world, as well as working with churches here in the UK.

ETHOS & VALUES

Our ethos is 'by prayer'.

Serving In Mission is a community of God's people committed to Biblical truth and passionate about sharing the gospel. The post holder is required to:

- Have a personal knowledge of and trust in Jesus Christ as Lord
- Model Christian discipleship in public and private life
- Sign their full agreement with the SIM Commitment Statement
- Have a belief in the power of Christian prayer for God to provide and guide in the needs of the mission



KEY RESPONSIBILITIES AND RELATIONSHIP TO THE VISION OF SERVING IN MISSION:

The *Serving In Mission* vision is that:

“We work hand-in-hand with evangelical churches, to send and receive gospel workers equipped for cross-cultural mission, wherever people live and die without hearing God’s good news.”

Our current strategic goals are to

- Provide valued and sustainable services through ongoing development of our operations
- Involve a new generation in mission
- Work with new churches and help the church with UK mission

You would play a key part in our Leadership Team, working in a collaborative and cross-cutting way to achieve our goals, adding to our capacity to deliver new initiatives. We are currently reviewing each of our core systems – CRM, finance, file storage – and you will play a lead role in moving this forward. You would ensure that we are using appropriate measures to monitor progress towards our goals and develop the operational systems we use to collect and manage our data. You will seek out best-practice and research to inform the organisation’s development.

As well as taking a lead in our development, you will also ensure we have a stable and effective base of operations to work from. You, along with our Operations Manager, will oversee the maintenance and good management of our office spaces and equipment. You will encourage healthy working practices within the wider team, of which more than half are remote workers. We have a small number of volunteers and we would like this to grow. As we take the good news of Jesus to places where He is least known, we need to be well-prepared, with good risk assessments, contingency plans and up to date crisis management training.



JOB SPECIFICATION:

Ensure a healthy working environment for the SIM UK team, which includes office and remote workers and volunteers

- Line-manage Operations Manager (0.6 FTE - manages H&S, IT hardware and software, office maintenance)
- Continue to develop the organisation's use and management of volunteers
- Ensure all Health & Safety practices are delivered in compliance with all relevant regulations
- Maintain and update the organisational risk register, as well as oversee individual risk assessments for specific events
- Ensure IT support and technical equipment is in place for the needs of the organisation
- Maintain a welcoming office environment through both working culture, overseeing hospitality of visiting guests and keeping spaces and working practice orderly
- Keep organisational documents around Standard Operating Procedures in order, and ensure Policies are up to date in collaboration with the Director and HR Manager

Deliver specific strategic initiatives, working across all parts of SIM UK and considering wider collaboration where this best serves the vision

- Add to line management when needed; e.g. of fixed-term roles to help deliver strategic initiatives, or of Mission Support Administrators, or interns working across multiple teams
- Ensure new strategic initiatives are informed by wider research and learning, have a clear project plan, have Board level agreement plus necessary resource investment.
- Coordinate with those delivering new strategic initiatives, keeping them to an agreed project plan and with appropriate levels of reporting back
- Monitor, report and evaluate new strategic initiatives and build learning into future activity
- Ensure that the learning which comes from new initiatives is shared widely, both internally and with partners, and informs future work

Ensure the organisation is well-prepared to support workers in high-risk locations and activities

- With role of 'Country Security Coordinator', keep updated of SIM International Crisis Management best practice and attend training as necessary
- Maintain our contingency and security plans and our annual organisational Crisis Management risk assessments
- Working with our Safeguarding Lead to handle any safeguarding situations (child, vulnerable adult, bullying, whistleblowing etc) according to SIM policies and procedures and UK legal and best practice requirements

Help the organisation develop measures of progress and systems for monitoring progress

- Work across the SIM UK team to development and implement effective use of monitoring and evaluation that informs the way we work and develop as an organisation.
- Ensure all stakeholders see appropriate monitoring and evaluation of strategic initiatives
- Exception reporting to the Leadership Team and Board



WHO ARE WE LOOKING FOR?

- You are a bible centred individual, a person of prayer, committed to high standards of integrity and willing to work in a way which reflects the ethos and values of the organisation.
- Working in a small-medium sized charity, that is part of a much bigger international organisation, you will be resourceful and enjoy working collaboratively across the team and wider organisation.
- You like making things work well, through good process, policy, infrastructure and care for our people. You are confident understanding IT infrastructure and tools, plus have a track record of enabling strong teamwork through developing people, process and policy.

YOU WILL IDEALLY BE ABLE TO DEMONSTRATE EXPERIENCE

- You'll have held responsibility for some aspects of operations within an organisation and have experience of managing projects which have required regular reporting and budget management.
- You will have helped a team work well together and developed individuals.
- You will have experience in change management and working collaboratively across different teams/parts of an organisation.
- Experience of serving a variety of customers and stakeholders will be useful.

Some of the SIM UK staff 2023



PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Minimum work Experience	<ul style="list-style-type: none"> • Project management • Budget management • Supporting an organisation with the infrastructure it needs, including IT and good business processes • Team leadership • Policy development 	<ul style="list-style-type: none"> • Experience (3-5yrs) as a manager • Experience of liaising with suppliers and external providers • Familiarity with human resource procedures and regulations • Crisis management • Safeguarding responsibilities • Risk management
Skills	<ul style="list-style-type: none"> • Project management • High level of personal organisation • Collaborative working • Team and individual development and care • Review and evaluation of initiatives • Change management • Proven ability to understand organisations from various perspectives including financial, legal, and various stakeholders • Resourceful • Good communication skills; both oral and written • Business process skills • Maintains confidentiality appropriately 	<ul style="list-style-type: none"> • Leadership experience within a church or like-minded Christian charity or mission organisation • As the role may from time to time include travel within and outside the UK an ability to be flexible in work pattern would be desirable
Personal Attributes	<ul style="list-style-type: none"> • Bible-believing, evangelical Christian • Prayerful • Able to easily build rapport with people • Committed to high standards of integrity & professionalism • Self-starter able to work with minimal supervision • Curious and collaborative – to research and share best practice/innovation • Team player • Comfortable with ensuring compliance and challenging in a professional and supportive manner • Able to pay attention to detail as well as work in a way that's informed by the wider context 	

This position is subject to an occupational requirement that the holder be a practising Christian under Part 1 of Schedule 9 to the Equality Act 2010.

CONTRACT & REMUNERATION

JOB TITLE: Head of Operations

HOURS OF WORK: 37.5hrs per week

SALARY: £30-32k depending on skills and experience

ANNUAL LEAVE: 25 days of holiday allowed, plus statutory Bank Holidays, Christmas Eve, and the 3 days between Christmas and New Year.

PLACE OF WORK: Flexible: At least 2 days per week to be at the SIM-UK office (6, Trust Court, Histon, CAMBRIDGE, CB24 9PW)

PENSION: Serving in Mission will include the employee in the charity's Defined Contribution Pension scheme and will contribute 8% of salary. The employee's personal pension contributions into the scheme will be set at 3% in line with Auto-enrolment pension legislation.

RESPONSIBLE TO: UK Director