

OPERATIONS MANAGER

Common Ground Church Rondebosch is a faith-based community in Cape Town. We're a Bible-loving, Spirit-dependent, Gospel-shaped people, filling our city with the message, life, and fame of Jesus. We are looking to appoint a full-time (40 hours a week) Operations Manager to support the operations of a large church and its campus, allowing the elders and pastoral team to focus on their primary responsibilities. This involves managing day-to-day functions, implementing projects, and coordinating plans across various church sites and related organizations. The goal is to streamline operations and relieve the elders and pastoral team to focus on their pastoral and ministry responsibilities. The ideal candidate is a dynamic individual with strong project manager skills and the ability to manage the multiple aspects of the role.

You will thrive in this role if you excel in managing multifaceted operations, implementing projects seamlessly, and orchestrating coordination among diverse stakeholders. Your ability to streamline day-to-day functions across Common Ground Church Rondebosch, and future church sites, will be key to your success in supporting the overarching mission of the church.

COMPETENCIES, ABILITIES AND SKILLS REQUIRED

- Proficient in MS Excel, MS Office and Google Suite.
- Business banking skills.
- Working knowledge of human resources processes.
- Able to plan well and execute tasks with efficiency to ensure action items are achieved.
- Able to delegate and assign tasks where needed.
- Shows high levels of initiative and proactivity.
- Maintain effectiveness in varying environments and with different tasks, people, and responsibilities.
- Is solutions orientated.
- High attention to detail.
- Able to adapt and work effectively with a variety of situations, individuals, or groups.
- Able to clarify information before acting.
- Able to process information soundly, draw logical conclusions and make realistic decisions.
- Able to practise high levels of confidentiality.
- Able to build rapport with others.
- Able to influence and guide others.

MINIMUM REQUIREMENTS

- 5 years of working experience in a similar role
- 2-3 Years of Project Management
- 3 years of operational finance experience (e.g. working with budgets etc)
- Christ-follower with a deep love and passion for Biblical Justice.
- A willingness to contribute towards Common Ground Rondebosch's values and ethos.

KEY FOCUS AREAS AND JOB DUTIES AND RESPONSIBILITIES (BUT NOT LIMITED TO):

- **CAMPUS MANAGEMENT AND OVERSIGHT:**
 - Work with the Campus Manager to ensure the buildings and grounds are well maintained, appropriately secured and stewarded well.
 - Work with the Campus Manager to ensure the staff who serve in this area are well-managed and performing their duties with care and efficiency.
 - Develop and oversee the effective implementation of our ongoing and long-term maintenance plans.
 - Develop and improve operational systems, processes, and best practices.

- Manage and oversee suppliers and contractors for small maintenance and upgrade/improvement projects.
- Work with the IT Manager to develop and manage an IT project plan to ensure that all systems and processes are operating smoothly and to ensure we have an IT plan in place for future development.
- Regularly evaluate and ensure we are engaging with the best service providers for operations, IT, and the campus.
- Work with existing policies and propose improvements and new policies, implementing these when approved.
- Keep strong records to create a handbook and best practice handbook.
- Maintain and improve the preventative maintenance plan and asset management plan, to ensure there is a proactive, rolling 12-month plan (minimum) for assets for inclusion in budget and planning of events etc. with further ahead planning for larger assets like buildings, air conditioning, laptops etc.
- Once the café is up and running again; work with the café management and staff team as the primary point person, establishing good working relationships between the relevant stakeholders and ensuring the café and its facilities are well-maintained and well-managed.
- **OPERATIONAL FINANCE SUPPORT:**
 - Work with the Finance Manager, Finance Team, and Finance Implementer to connect the wider staff team to finance.
 - Keep the wider team and budget holders informed and up to date on income and expenditure with information provided by the Finance Manager.
 - Help make informed decisions as requests come in, working alongside budget holders within existing policies.
 - Project manage the Year in Review (annual review) project to ensure accountability to members, working alongside the relevant staff and elders.
 - Participate in running the annual budget cycle.
 - Oversee and manage non-ministry Operational and Campus Budgets:
 - These include but are not limited to IT, Buildings and Maintenance, and HR OPEX.
 - Finance Administration
 - Insurance Policy Oversight
 - Adding new items, removing items, managing claims, updating the policy, and annual review process.
 - Banking
 - Review and authorise payments, transfers, and adjustments on the online banking profile.
- **PROJECT MANAGEMENT:**
 - Responsible for special projects as they arise.
 - Current projects:
 - Getting the café up and running again, working with whoever is coming to run it, ensuring good systems, and processes are set up etc.
 - 2024 Venue refresh projects
 - Long-term venue site development project:
 - Site development plan with architects and other stakeholders.
 - Renovation of key areas of the campus (e.g. foyer, KidZone, FFH).
 - Project plan for maintaining and replacing assets.

- Working with other partner organisations (e.g. Bridges, Common Good) if there are special projects that require involvement from Bosch at a management level.
- **NEW CHURCH PLANT OPERATIONAL SUPPORT** (for new churches planted from CGC Bosch, especially in their foundational years)
 - Partner with the Site Congregational Leader and other staff and elders to advise on and help with implementing systems and processes that serve and enhance the new church plant and team.
 - Prepare and provide budget-building assistance.
 - Act as a practical link between the new church plant and Bosch staff and the Eldership team.
 - Site Development for Common Ground Langa site (this is the current need and may change over time as the Langa site becomes more established and other new sites emerge).
 - Oversee and implement the site development plan for Common Ground Langa, including renovations and improvement projects.
 - Prepare and oversee the budget (including approving expenditures).
 - Act as a practical link between the Common Ground Langa site and Bosch staff and eldership teams.
 - Assist with ongoing campus management and practical support to the Langa site.
- **HUMAN RESOURCE ADMINISTRATION:** *(these skills would be advantageous for an application, but not essential)*
 - Work with team leaders to run the recruitment process which includes:
 - Job postings, candidate screening, setting up interviews, and working with the team in the selection of candidates.
 - Prepare first, second, and final round interviews, including competency-based assessments.
 - Practical onboarding of staff through the induction process and getting them ready with everything they need. This includes:
 - Emailing IT to set up the new employee's MS Office and Google Accounts.
 - Emailing the Graphic Designer to create the new employee's email signature (Full name, Job Title and cell phone number).
 - Add the new employee's birthday to the Staff Birthday Calendar on Google Calendar.
 - Assisting the Payroll Administrator with the collection of the Confirmation of the Employee Details form to be completed, confirmation of bank details, confirmation of SARS income tax number, Copy of the ID, or passport and where applicable a copy of the VISA.
 - Offboarding staff – working alongside team leaders to ensure the appropriate conversations and actions are taken (e.g. leave discussions, exit interviews etc.).
 - Set up and coordinate Training with Team Leader and Team Members with external suppliers, i.e. Psychometric Tests and First Aid Training.
 - Liaising without preferred Labour Relations experts at the right moments regarding staff statutory matters.

HOW TO APPLY

Send your CV, motivational cover letter and job application consent form (on following page) to applications@commonground.co.za

Please reference the Job Title as the subject line of your email. Applications are due by end of business day on **Monday 29 April 2024**.

NOTE: An application will not in itself entitle the applicant to an interview or appointment. Applicants who fail to meet the minimum requirements may be automatically disqualified from consideration. Applicants who do not receive a reply within one month of the application closing date should deem their application to have been unsuccessful. We reserve the right not to fill the position.

CONSENT BY JOB APPLICANT

APPLICANT'S FULL NAME AND SURNAME:

["Candidate"]

This consent is provided by the Candidate in consideration of the obligations imposed by the *Protection of Personal Information Act, 2013 (POPIA)*. The Candidate acknowledges that he or she is free to refuse this consent. However, as a result of his or her refusal, the Candidate's application for the relevant vacancy will not be considered any further. The Candidate consents as follows:

1. Protection of Personal Information

- 1.1. The Candidate hereby consents to the collection, processing, and further processing of his or her personal information and/or special personal information, as defined by POPIA by Common Ground Church ("**Common Ground**") for the purposes of consideration of the Candidate in the recruitment process for which he or she has applied, and all further legitimate organisational purposes related thereto.
- 1.2. The Candidate hereby further consents to the collection, processing, and further processing of his or her personal information and/or special personal information, as defined by POPIA by a supplier of Common Ground where external recruitment specialists, verification agencies, and/or human resource consultants are utilised, and all further legitimate organisational purposes related thereto. The Candidate consents to Common Ground sharing his or her personal information and/or special personal information with such a supplier; alternatively, Common Ground is permitted to instruct the Candidate to share personal information and/or special personal information with such a supplier directly and to deal with them directly.
- 1.3. Processing may include the collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation, use; dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as restriction, degradation, erasure, or destruction of information.
- 1.4. The Candidate undertakes to make available to Common Ground all necessary personal information required for the purpose of considering and vetting the Candidate for the particular vacancy in question and to ensure that this information is updated as necessary. Further to this, the Candidate consents to provide Common Ground or a supplier (as per above) with any personal information and/or special personal information for the purposes of the recruitment process and its related steps.
- 1.5. The Candidate consents to the collection of personal information and/or special personal information from another source other than the Candidate where this is necessary for the purpose described above.
- 1.6. For the purposes of this consent, "**special personal information**" is defined as religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health and medical records, any biometric information of the Candidate; and may include criminal behaviour or records of the Candidate to the extent such data relates to the alleged commission of the Candidate of an offence or any proceedings in respect of any offence allegedly committed by the Candidate or the disposal of such proceedings.
- 1.7. Common Ground undertakes that it will only process special personal information where it is necessary for a reasonable and legitimate purpose relating to the Candidate's recruitment, the processing/consideration thereof, or an objectively legitimate and related organisational purpose. It is on this basis that the Candidate consents to provide Common Ground or one of Common Ground's suppliers with special personal information when requested.
- 1.8. The Candidate consents to Common Ground's retention of his or her personal information and/or special personal information beyond the completion of the recruitment process, as far as is permitted or required by law. Should the Candidate be successful, the personal information and/or special personal information will necessarily be retained for the duration of the Candidate's employment and the Candidate will be provided with separate documentation to deal with POPIA for the employment relationship. Should the Candidate be unsuccessful in the recruitment process, following the completion of the process, Common Ground will destroy, delete or de-identify such information as soon as reasonably practicable after it is no longer authorised to retain the information or after the information is no longer needed for the purpose for which it was collected.

SIGNED by Candidate:

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(signature above)

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Date