



Centres and Operations Manager

This role plays an important part in supporting programme delivery and ministry life of the college, managing local centre coordinators, ensuring the smooth delivery of programmes and community life, and taking responsibility for effective and efficient project and process management for ministry activities.

The team works together under the Head of Operations and in conjunction with the Events and Operations Manager for provision of excellent student experience and seamless delivery of programmes across all centres, ensuring parity, effective collaboration and high-quality operational organisation.

St Mellitus College (SMC) is one of the leading theological training colleges in the world, seeking to provide innovative theological education and training for those called to serve Christ in the church and the world. Our vision is to see theologically confident and committed followers of Jesus in every church. We are a national college with delivery centres across the UK and key partnerships internationally. The training we offer at introductory, undergraduate, and postgraduate levels is vibrant and rigorous.

EXPECTATIONS

All operations staff are expected to engage in four primary areas which should be exhibited in their delivery of key tasks and responsibilities and in their own personal qualities and character. Engagement in each of these areas may take a number of different forms dependent on the individual, their experience, areas of expertise, and personal and professional development.

<p>Commitment to Operational Excellence</p>	<p>We are ambitious in our pursuit of operational excellence, offering high quality administrative functions and support which enables and enhances the delivery of all aspects of college life. We aspire to be efficient, productive, precise, and dedicated, striving to provide the best possible operational functions across all aspects of college life. This includes being proactive in our approach to tasks and delivery, innovating where appropriate, with a personal drive and self-motivation to improve, invest in and develop skills and knowledge, setting stretching goals for responsibilities within our role and teams (where applicable).</p>
<p>Commitment to the Team</p>	<p>We are committed to supporting the team with a sense of personal responsibility for its overall success. We strive to have strong relational foundations, enabling the flourishing of others and are proactive in our approach to collaboration and communication. We adopt a servanthood approach, are generous with our time and skills and consider the impact on others in all that we are and do.</p>
<p>Commitment to Formation</p>	<p>We believe all Christians should be investing in the formation of Christ-like character, formed by the Holy Spirit. We are committed to growing in Christ-likeness, where we have an openness to developing our understanding of who we are and who we are becoming. We want to be receptive to feedback and model a willingness to admit and learn from our mistakes. We strive to be attentive to our own spiritual growth and our personal development in areas of self-awareness, self-management, our understanding of others, and our ability to resolve conflict constructively and build healthy relationships.</p>
<p>Commitment to the Vision</p>	<p>We are committed to seeing theologically confident and committed followers of Jesus in every church and are ambassadors for the vision, values, and work of the college. We are prayerful and have a passion for the College's mission and seek to celebrate and accelerate it to the best of our ability through our contribution in our roles and in the team. We seek to participate fully in the wider life of the college through times of prayer and worship and in our engagement with students in order to deepen our connection with the vision.</p>

KEY TASKS

This is a busy and varied role, which requires the post holder to communicate effectively and tactfully with students, staff and external stakeholders. Responsibilities include but are not limited to:

Centres Operations

- Chair of Centre Operations Meetings, which includes:
 - Enabling coordination and collaboration across different centres, sharing of learning and best practice, and consolidation of activities where appropriate
 - Ensuring parity of staff and student experience and delivery of programmes.
- Maintaining oversight of all aspects of administration related to local delivery of programmes and courses across all centres, ensuring consistency and quality, alignment with agreed policies and procedures, and effective and timely delivery of operational activity, identifying and implementing improvements to enhance efficiency and delivery
- Overseeing the Forge timetabling and speaker invitation process in liaison with the Registry Operations Manager, maintaining clear processes, accurate execution, and effective monitoring and collaboration
- Responsibility for approval of honoraria, ensuring adherence to speaker honorarium policies as agreed in consultation with the Academic Dean
- Line Management of Centre operations team who collectively hold responsibility for administrative support facilitating the smooth delivery of weekly programmes across all local teaching centres, maintaining high standards of consistency and quality across all centres
- Developing the team and shaping responsibilities to respond to emerging organisational needs, ensuring capacity is deployed effectively and individuals are supported to flourish and grow
- Regular visits to the St Mellitus College Centres, overseeing operational excellence, and shared learning

Ministry Operations Support

Responsibility for delivering key Ministry and Operations processes, while identifying, implementing and embedding improvements to ensure consistent, high-quality and effective delivery across the College, combining hands-on coordination with oversight of systems and processes to strengthen efficiency and ways of working, including but not limited to:

- Coordinating Working Group Meetings, including preparing agendas and papers and acting as Minute Secretary, while ensuring consistency and quality of documentation
- Managing of resources or sections of the College VLE Moodle related to ministry activities and ensuring that relevant policies and processes across platforms are kept up to date with current versions
- Curacies process
 - Tracking students as they progress through the process and collating information
 - Updating information about curacy vacancies for released students
 - Reporting on curacy information to the CofE
- Ordination Services
 - Collate the dates of all the services where St Mellitus students are being ordained
 - Ensure allocation of staff to attend each service
- Supporting the lead for Spouses/supporters' provision
 - Oversight of operations for spouses and supporters' events across the National college, including monitoring locally delivered centre specific spouses/supporters' provision, and coordinating events at residential
 - Oversee spouses' database and keep it up to date
 - Coordination of spouses' newsletters throughout the year and collecting spouses feedback annually
- Drafting National college termly supervisor communications

Project Work

Project management as required, including, but not limited to:

- Holding operational responsibility for the Bishop's Report process across the national college, maintaining oversight of timelines, systems and delivery, ensuring consistency and quality across all centres, and identifying and implementing improvements to strengthen processes year-on-year, including:
 - Setting annual timeline and ensuring annual review of paperwork and templates
 - Coordinating briefings for staff and students

- Coordinating feedback mechanisms, including central administration of ordinand self-assessment paperwork, supervisor & incumbent feedback and round table discussions
 - Creating and maintaining a database to track progress of individual student reports through the project
 - Oversight of Elizabeth Pathway reporting process in liaison with Elizabeth Pathway programme lead
 - Liaising with dioceses to ensure up to date contact information and secure sending of reports to relevant diocesan contacts
 - Overseeing and Coordinating student 1:1 meetings with senior leadership and electronic signing of reports, including facilitating and supporting centre operations team members
 - Conducting annual review of operational delivery of bishop reports, establishing and improving processes, including developing proposals for changes to implement
- Racial Justice Projects
 - Coordinating, helping compile agenda and papers and acting as Minute Secretary for Racial Justice Priority Group
 - Monitoring of Project plan, ensuring regular meetings and timely prompts for related activities and resulting actions
 - Collating documentation for periodic project funding reports for the Racial Justice Unit
 - Ensuring senior stakeholders are provided with clear, timely updates, and that emerging risks, dependencies and delivery challenges are proactively surfaced
 - Other project-based activities as assigned by the Head of Implementation

Other Responsibilities

- Playing a full part in the College's wider operations team including:
 - Helping with hospitality of students on teaching days and Teaching Weeks by serving during coffee or meal times
 - Work at ordinand residentials or other college events as required for which time off in lieu / flexi-time will be arranged where relevant
 - Providing general office support as a shared responsibility of operation team members
 - Work in connection with the wider operations team on special projects
- Attending all meetings of the local and wider St Mellitus College staff, annual staff retreat, key staff gatherings and college events.
- General administrative duties and other tasks, as required by Management.
- Presence at conferences and events as required, including Leadership Conference and Summer Festivals (Focus, New Wine, CreationFest or equivalent)

This list is not exhaustive and additional duties may be needed as deemed appropriate by management.

KEY COMPETENCIES

Essential:

- Proven experience of managing complex operations, projects or programmes, with responsibility for delivering high-quality outcomes to deadline, with a minimum of 5 years operations experience
- Demonstrable ability to plan proactively, manage competing priorities, and mitigate risks effectively
- Proven ability to manage upwards across multiple senior stakeholders, providing clear, timely communication, anticipating requirements, and proactively escalating risks and dependencies to support effective decision-making and delivery
- Experience of reviewing and improving processes, identifying efficiencies, and implementing change
- Excellent written and verbal communication skills, with the ability to collaborate effectively across teams and stakeholders
- Experience of line managing, coaching or developing others, with evidence of drawing out the strengths of individuals and supporting team effectiveness
- Ability to build strong working relationships and contribute to a positive, collaborative team culture
- Demonstrates emotional intelligence, with the ability to manage own responses and understand others
- Takes responsibility for mistakes, learns from experience, and implements improvements
- High attention to detail and record keeping accuracy
- Excellent judgement and ability to handle sensitive issues with discretion
- Excellent understanding of confidentiality and information sharing

- An enthusiasm for operational excellence, organisation and administration
- Flexible, reliable, and proactive team player
- Customer service driven – a servanthood approach
- A committed and professional approach to helping build the College
- Excellent people and telephone skills
- Good IT skills – ability to use Microsoft Office packages, including Word, Outlook, PowerPoint, and Excel.
- Flexible, reliable self-starter who is able to collaborate and work well with others.
- Support of St Mellitus College's mission to 'provide innovative theological education and training for those called to serve Christ in the church and the world.'
- Support for the training of men and women alongside each other for ordained, licensed lay and wider ministry.
- Support of St Mellitus College's commitment to 'provide training that represents a generous Christian orthodoxy and that trains ordinands in such a way that all mainstream traditions of the Church have proper recognition and provision within the training'.

Desirable:

- Experience in an education, training, church, or not-for-profit environment
- Experience of managing multi-site or distributed operations
- Familiarity with compliance, risk management, or policy review processes
- Experience using VLE platforms (e.g. Moodle) or similar systems

WORKING ENVIRONMENT

The College is dedicated to providing theology in the context of worship, unity and mission, all of which helps Christians explore their faith more deeply. We are outward-looking, prayerful and striving for excellence in everything we do. We seek to be professional at all times, taking God seriously but not ourselves.

St Mellitus College is a place of hope and commitment to the gospel borne out of a new vision for theological training and formation, and out of a spirit of partnership. The College is enriched by the quality and diversity of the students and staff in our community, coming from widely different church cultures and traditions but who nevertheless are all sharing and learning together. We are passionate about the formation of Christian character and unity in the church. The college is characterised by Generous Orthodoxy which seeks to respect, celebrate, and bring together different traditions in the church. The College is an exciting and challenging place to work, where innovation and creativity is encouraged. The staff community is warm and engaging with lifelong relationships being built.

JOB REQUIREMENTS and BENEFITS:

- This is a full-time position (1.0FTE)
- The employer will be St Mellitus College.
- 25 days holiday per annum (pro rata): please note term times, holidays will usually be granted around these and/or half-terms. The holiday year runs September-August.
- The post will be based at either our London or our East Midlands Centre. While the contractual workplace will be at the St Mellitus College teaching centre, staff are given the opportunity to deliver their roles through a combination of onsite and remote working on an informal arrangement with a minimum of two days per week in the office. Some limited UK based travel may be required.
- There is a four-month probation period

