

Role Description

Role Title:	Director of Operations
Office Location:	Guildford and Woking (hybrid/flexi)
Days and Hours of Work:	Full time, 37.5h
Reporting to:	Lead Pastor
Salary Band:	£46,000-£50,000

Role Overview

Emmaus Rd is a vibrant church with congregations in Aldershot, Guildford and Woking. Our vision is to play our part in reaching the region with the good news of Jesus and to resource the global 24-7 Prayer movement, of which we are founding members.

This is an exciting time to join Emmaus Rd. This role is part of a refreshed staff structure following a leadership transition, aiming to strengthen the operational capacity of the church and drive forwards our vision.

We are looking for someone who understands administration as a central ministry in the church and sees this role as a spiritual act of service, as well as a job to be done well. The Director of Operations will ensure that finance, people, governance, safeguarding and communications function with excellence and integrity.

The role holds responsibility for the operational functions of two connected charities.

Emmaus Rd Community Church (ERCC) is responsible for the overall vision, governance and ministry of the church. Emmaus Transformation Trust (ETT) is a subsidiary charity of ERCC and delivers social transformation projects through The Lighthouses.

The Director of Operations provides operational leadership across both charities, ensuring consistency, compliance and good practice. While ETT has its own Board of Trustees and executive leadership, operational functions are aligned through a matrix structure to enable shared systems and accountability.

The Director of Operations will attend Leadership Team meetings, which are chaired by the Lead Pastor, Sarah Yardley.

This role is expected to model Christ-centred leadership, shaped by Emmaus Rd's values of pray, play and obey, and contribute to the spiritual health of the staff team.

Role Responsibilities

1. Leadership and Operations

- Lead the central team and managers across finance, HR, communications, IT and office operations, including developing and overseeing financial and people processes.
- Lead the management of church resources, including buildings, facilities and major projects.
- Gather data to ensure the effective delivery of strategic plans, monitoring KPIs across financials, resourcing and mission areas.

2. Emmaus Transformation Trust (The Lighthouses)

- Provide operational and governance leadership for ETT, supporting the Co-CEOs and the ETT Board of Trustees.
- Ensure consistency of standards and good practice across both charities, including matrix management of The Lighthouse operational lead.

3. Governance and compliance

- Enable trustees of both ERCC and ETT to fulfil their legal responsibilities in accordance with Charity Commission requirements.
- Lead on compliance, risk management and internal controls for safeguarding, health and safety, financial controls, GDPR and related areas.
- Ensure appropriate policies, procedures and reporting frameworks are in place and reviewed regularly.

4. Strategic delivery

- Collaborate with the Lead Pastor and Leadership Team to translate vision into executable strategies, budgets and operational plans.
- Provide insight, challenge and operational leadership that supports sustainable growth.

5. External relationships

- Serve as the operational link with our 'sister' charities, 24-7 Prayer and Waverley Abbey Trust, and represent Emmaus Rd in shared projects and joint events as required.

The Individual – skills, experience, attitudes

Qualifications and Experience

- Significant senior leadership experience in church operations, charity management, or a comparable setting.
- Demonstrated ability to lead, manage and develop senior managers across multiple disciplines (finance, HR, operations, communications).
- Strong understanding of UK charity governance and regulatory requirements, including experience working effectively with boards or trustees.
- Experience overseeing finance, budgeting, audit processes and financial controls.
- Working knowledge of best practice in safeguarding, health and safety and GDPR.
- Experience overseeing buildings, facilities or major organisational projects.

Personal Characteristics

- A deep personal faith and love for Jesus, with a commitment to the life, health, and mission of the church.
- Prayerful, relational and sacrificial, in line with our core values of 'Pray, Play and Obey'.
- Excellent interpersonal, communication, and stakeholder engagement skills.
- Strategic thinker with the ability to translate vision into actionable plans and initiatives.
- Confidence operating in a matrix structure and navigating complex stakeholder relationships.
- Highly organised, with strong attention to detail.
- Able to work flexibly – including occasional evenings and weekends.
- Able to easily commute to our church locations of Guildford, Aldershot and Woking and attend meetings in these locations.

Occupational Requirement:

In light of the postholder's responsibilities to model Christian discipleship, contribute to the development and delivery of the church's vision and represent the church's Christian ethos within partner organisations, it is a genuine occupational requirement (Equality Act 2010, Schedule 9) that the role is held by a practising Christian committed to the beliefs, values, and mission of the church.