



JOB TITLE: Operations Director

Location: Centrepoint Church Bathgate

Reports to: Senior Pastor

Hours: Part-time, 30 hours per week (4 days, with some flexibility)

Salary: £32,000–£36,000 FTE (approx. £25,600–£28,800 pro rata)

Overview

The Operations Director functions as Centrepoint’s chief operating officer (non-pastoral), translating the Senior Pastor’s vision into actionable plans while the Associate Pastor leads ministries. Centrepoint Church is a vibrant, multi-generational Christian community in Bathgate, Scotland (with a second congregation in Edinburgh). We are growing beyond 200 in attendance and undertaking a major facility renovation at our Bathgate site – creating an exciting opportunity for a high-capacity Operations Director to strengthen our operational foundation.

This is a hands-on, executive leadership role serving as the “operational glue” of the church. You will ensure that administrative functions run seamlessly, information flows clearly, and ministry systems are optimised for effectiveness. By taking charge of day-to-day operations, you free our pastors to focus on preaching, discipleship, and care – building the infrastructure behind the scenes that allows public ministry to thrive. From day one, you’ll roll up your sleeves to run the church’s daily operations while contributing to long-term planning and strategy. Above all, this role is about servant-hearted leadership through administration – undergirding the church with excellent stewardship, compliance, and execution so that our mission can flourish without hindrance.

Key Responsibilities

Strategic Leadership & Planning

- Implement operational plans that align with the church's vision.
- Partner with the Senior Pastor and leadership team to translate vision into action, and contribute to high-level strategy and annual planning.

Senior Pastor Support & Workload Protection:

- Ensure operational responsibilities do not accumulate on the Senior Pastor's desk – this workload protection is a core mandate of the role.
- Proactively intercept and reassign incoming tasks, and implement clear intake/triage pathways and calendar guardrails from day one so his time is protected for preaching, visionary leadership, and leadership development.

Governance, Compliance & Policy

- Serve as a key liaison to the Board of Trustees, providing regular operational and financial reports.
- Ensure full compliance with charity law and all regulatory policies (safeguarding/PVG, health & safety, GDPR, etc.). Own the policy lifecycle (development, review, implementation), maintaining up-to-date policies, a live risk register, and an annual schedule of policy reviews and staff training.

Cross-Campus Coordination

- Standardise and coordinate operations across Centrepont Bathgate and Edinburgh, ensuring unified systems and processes at each congregation.
- Facilitate effective communication and resource-sharing between sites to promote one-church unity.

Operational Systems & Technology

- Oversee and continually improve administrative systems, databases, workflows, and communication tools, introducing best practices to enhance efficiency.
- Lead the adoption and effective use of digital platforms – including church management software (e.g. *ChurchSuite*), project management apps, and other technology – so that information flows reliably, tasks are tracked, and nothing falls through the cracks. Act as a digital liaison to our communications/tech teams (while not being the content creator).

Finance & Stewardship

- Lead the church's financial administration and controls.
- Drive the budgeting process, manage expenditures and approvals, and maintain cash-flow awareness.
- Work closely with the Treasurer to produce timely financial reports (e.g. management accounts, budgets) for the Senior Pastor and trustees.

- Ensure audit readiness, implement any audit recommendations, and exercise cost-effective stewardship of contracts and resources.

Facilities & Projects

- Manage the church's facilities to ensure our buildings and venues are safe, ready, and welcoming each week.
- Lead facilities projects and capital works – including serving as the point person for the Bathgate site renovation – coordinating contractors/architects and minimising disruption to church life.

Sundays & Events Logistics

- Oversee operational support for Sunday services and occasional special events so they run smoothly (covering venue setup, tech/AV, volunteer rotas, etc.).
- Primarily coordinate Sunday logistics through preparation and team leadership during the week; the Operations Director does **not** need to be on-site every Sunday (on-site Sunday service involvement is only occasional, as needed for major events or troubleshooting).

Team Leadership

- Lead, line-manage, and develop the church's admin and operations team (staff and key volunteers). This includes direct oversight of roles such as the HR Manager, Church Administrator, Bookkeeper, Building Manager, and Health & Safety Officer.
- Provide regular 1:1s, performance reviews, coaching, and clear objectives for team members. Foster a collaborative, servant-hearted team culture where people are supported yet held accountable, and ensure strong communication across all ministries.

HR Oversight & People Systems

- Oversee the HR function through the HR Manager, ensuring that recruitment, onboarding/probation, performance reviews, and staff development are conducted effectively and in line with employment law and best practices.
- Keep the staff handbook and HR policies current (e.g. employment legislation, safeguarding/PVG, GDPR) and maintain an annual HR calendar (policy reviews, trainings, etc.) with regular reporting to trustees on HR and people matters.

Immediate Priorities

- **Senior Pastor Desk Offload (Day One):** Audit the Senior Pastor's current operational workload and immediately begin re-routing non-vision-critical tasks to the appropriate owners. Establish request-intake/triage systems and calendar protocols, and set up a

concise weekly executive briefing – so that from week one, the Senior Pastor’s time is protected for preaching, vision, and leader development (within his 4-day week).

- **HR & Policy Systems:** Work with the HR Manager to build and automate systems for policy development, implementation, and monitoring, as well as to develop a comprehensive staff handbook.
- **Church Administration:** Work with the Church Administrator to streamline and automate day-to-day administrative processes (scheduling, communications, record-keeping, etc.), improving efficiency and reliability in the church office.
- **Additional Operational Support:** Depending on capacity, take on other pressing operational tasks within the 4-day scope – providing extra support in any areas that will immediately relieve bottlenecks or improve weekly ministry operations.

Long-term Potential

- The role has scope to expand to a full-time position as operational needs grow with the church.
- You will work closely with the Senior Pastor and leadership team in translating vision into action – managing people, resources, and systems to support Centrepont’s mission.
- This is a position of *servant-hearted leadership through administration* – strengthening the church’s health behind the scenes so that our gospel ministry can flourish without hindrance.

Qualifications

Essential

- A committed Christian with a mature faith and integrity (**Genuine Occupational Requirement**).
- Participating membership at Centrepont (or willingness to become a member), fully aligned with our doctrinal convictions — including our complementarian practice in pastoral leadership — and modeling servant-hearted leadership and godly character.
- Significant experience in operations, administration, project management or organisational leadership, with a proven ability to lead teams (including volunteers) and improve systems or processes.
- **Fluency in English** (excellent written and verbal communication skills), with the ability to clearly convey information and decisions across different levels (staff, volunteers, trustees) and to listen well to others.
- Strong interpersonal and team leadership skills, with the ability to motivate, influence, and collaborate effectively.
- Excellent organisational skills and attention to detail, coupled with strong problem-solving ability.
- Financially literate, with the ability to manage budgets and interpret financial reports, and a commitment to transparent, effective stewardship of resources.

- Thorough knowledge of compliance and best practices in areas such as health & safety, safeguarding/PVG, data protection (GDPR), and charity governance – able to maintain a safe, ethical, and legally compliant environment at all times.
- Digitally adept and quick to learn new systems. Proficient in modern office productivity tools and able to champion the use of project management and church management software (*ChurchSuite* or similar).
- Comfortable overseeing basic IT, audio/visual, and facilities technology needs (working with external vendors or volunteers as necessary).
- Adaptable, proactive, and resilient under pressure, with a flexible approach to problem-solving in a dynamic environment.

Desirable

- Experience serving in a church, ministry, or non-profit operational leadership role. Familiarity with the dynamics of church life and a passion for the local church are strong assets.
- Knowledge of Scottish charity regulations and compliance frameworks (OSCR requirements, etc.).
- Project management or facilities management experience (e.g. leading building projects, coordinating multi-site operations).
- Formal training or certifications in relevant fields (e.g. project management, finance/accounting, HR, IT systems) are a plus.

Skills & Attributes

- **Highly organised and solutions-focused:** Dependable and detail-oriented, with an ability to create order and efficient processes so that nothing falls through the cracks.
 - **Excellent communicator and collaborator:** Able to adapt communication style to various audiences and build positive working relationships with a broad range of people (staff, volunteers, trustees, contractors). Comfortable leading meetings, writing reports, and providing training or presentations as needed.
 - **Servant leader with integrity:** Humble, teachable, and marked by integrity and honesty in handling sensitive information. Sees administrative work as a form of ministry to serve God and His people.
 - **Team builder:** Relational and approachable, able to inspire and develop others. Fosters unity and a shared sense of purpose, bridging the gap between pastoral ministry and practical operations.
 - **Calm and resilient:** Maintains composure and a solution-oriented mindset under pressure or in a crisis. Flexible and adaptable when facing changing needs or challenges.
 - **Passionate about the mission:** Has a genuine commitment to Centrepont Church's vision of loving God, loving people, and making disciples, and a heart to enable that mission through excellent operational support.
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Professional Development

- We are committed to the growth of our Operations Director. You will have opportunities to invest in your development through leadership training, conferences, and other professional development avenues. The role also provides access to resources and networks via Centrepont's affiliations (Every Nation, CECF), and the chance to help shape systems in a growing multi-site church context.
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Growth Opportunities

- **Role Expansion:** As Centrepont continues to grow, this position has the potential to expand to full-time and increase in responsibility.
 - **Influence:** You will have significant scope to influence church-wide strategy, systems, and culture, working closely with senior leadership.
 - **Major Projects:** Play a key role in transformative projects – for example, leading the operational support for our major facility renovation and future church planting or expansion initiatives.
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Compensation, Terms and Benefits

- **Hours:** Part-time, 30 hours per week (4 days). Some flexibility in scheduling is available, including the option to work from home for a portion of the time.
 - **Salary:** £32,000–£36,000 per annum (FTE), pro-rated to 4 days/30 hours (approx. £25,600–£28,800 actual).
 - **Working Pattern:** This is primarily a Monday–Friday role. Sunday or evening work is **not regularly required**; however, occasional presence on a Sunday or at special events may be needed for critical operational support. When Sunday/event hours are worked, they count toward your weekly hours and time off in lieu (TOIL) will be provided.
 - **Location:** Based at Centrepont Church in Bathgate, with regular involvement at our Edinburgh congregation as needed. (Travel expenses between sites will be covered.)
 - **Benefits:** Employer pension contributions; statutory holiday and sick leave (pro rata for part-time); flexible working arrangements with TOIL for any occasional evening/weekend duties.
 - **Eligibility:** Applicants **must** have the legal right to work in the UK at time of application (we are not able to sponsor work visas for this post).
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Application Process

To apply for the position of **Operations Director**, please submit the following documents:

1. **CV/Resume** – detailing your relevant experience and qualifications.
2. **Cover Letter** – outlining your motivation for applying and how your skills and experience align with this role.
3. **Faith Statement** – a brief description of your Christian faith journey and how it shapes your life and leadership.

How to Submit: Email your application documents to lianne.pancha@centrepoinchurch.org. Please use the subject line: **“Operations Director Application – [Your Name]”**.

- **Application Deadline:** 22 October 2025 (23:59 UK time).
- **Start Date:** 17 November 2025 (or as soon as possible thereafter).

For an informal conversation about the role before applying, you may contact **Lianne Pancha (HR Manager)** via the same email address. We look forward to hearing from you and prayerfully considering your application!