



OPERATIONS MANAGER POSITION DESCRIPTION

Serving the mission by strengthening the systems that support gospel ministry

The Operations Manager exists to remove unnecessary administrative burden from pastors and ministry leaders by building reliable systems, coordinating people and projects, ensuring clear communication, and thus enabling ministry to flourish through excellent operational support.

POSITION SNAPSHOT

Item	Details
Position	Operations Manager
Role type	Member of the WEC staff team; operational leadership ministry role
Employment	0.8–1.0 FTE (negotiable)
Day-to-day supervisor	Senior Pastor
Governance accountability	Administration Committee or delegated group, through WEC's approved reporting and employment arrangements
Works closely with/Supported by	Pastoral Staff, Administration Committee or delegated group, Treasurer, Ministry Leaders, administrative staff and key volunteers
Remuneration	Base salary range \$80,000–\$90,000 (1.0 FTE), plus superannuation (Negotiable according to experience and/or qualifications)
Probation Period	6 months



1. MINISTRY RATIONALE

WEC believes that Christ gives different gifts to different members of his body for the building up of the church (Romans 12; 1 Corinthians 12; Ephesians 4). Administration, organisation and leadership are therefore not merely necessary overheads; exercised faithfully, they are forms of Christian service and stewardship that enable others to use their gifts well.

Pastors have particular responsibility for prayer, the ministry of God's Word and shepherding God's people. The Operations Manager complements that spiritual leadership by providing genuine operational leadership—building healthy systems, coordinating people and projects, and helping WEC's staff and volunteers work effectively in their core responsibilities.

2. AUTHORITY AND APPROACH

The Operations Manager will have real authority corresponding to the responsibilities delegated to the role. Initially, the Operations Manager will work closely with the Senior Pastor to establish alignment, understand WEC's ministry culture and demonstrate sound judgement. As trust, alignment and competence develop, responsibility and authority for independent operational decision-making will be progressively delegated within agreed boundaries.

- Coordinate people, priorities and agreed deadlines, including appropriately holding staff and volunteers accountable for agreed actions.
- Improve operational systems and exercise independent judgement within delegated authority, consulting where matters affect ministry ownership, governance, budget or pastoral judgement.
- Lead administrative staff and volunteers and represent WEC in routine operational relationships, escalating matters outside delegated authority or involving significant risk.

3. KEY AREAS OF RESPONSIBILITY

The Operations Manager provides operational leadership and administrative support across WEC. The core areas of responsibility are:

Operational Leadership and Coordination

- Coordinate WEC's operational rhythms, calendar, projects and follow-up so that agreed priorities translate into clear actions and responsibilities.
- Develop and improve sustainable systems that promote role clarity, reduce unnecessary friction and support effective ministry.

Executive and Ministry Administration

- Provide high-level administrative support to the Senior Pastor, pastoral staff and ministry leaders, including scheduling, correspondence, documentation, meetings and key deadlines.
- Coordinate administrative support so ministry leaders can focus on their core responsibilities.

Communication and Information Systems

- Coordinate WEC's internal and external administrative communications across agreed channels, including Sunday communications, email, website, social media and church-wide updates.
- Maintain reliable information systems, including databases, shared documents, templates, records and digital resources.

Staff, Volunteer and Event Support

- Develop and support administrative systems for staff and volunteers, including onboarding, role documentation, rostering and training.
- Coordinate the operational requirements of church-wide events and training, including planning, communication, registration, venues, suppliers and logistics.

Governance, Compliance and Records

- Provide administrative support to the Administration Committee or delegated group and maintain appropriate governance records, policies and document systems.
- Coordinate the administrative aspects of Safe Ministry, risk, insurance, WHS, privacy and other compliance requirements within delegated responsibility.

Office, Technology and External Relationships

- Oversee the effective operation of WEC's office, administrative technology and key software systems.
- Serve as an operational point of contact for general enquiries and routine relationships with venues, landlords, suppliers, contractors and other service providers.

4. WHAT SUCCESS WILL LOOK LIKE

Success will be measured less by visible activity than by whether operational leadership strengthens the whole church for ministry. Over time we hope to see:

- more people—paid and volunteer—meaningfully involved in ministry, with clear roles and effective support;
- pastors and ministry leaders increasingly able to focus on their core ministry responsibilities;
- healthy systems that create clarity, reduce unnecessary friction and enable staff and volunteers to work effectively in complementary roles;
- agreed projects and priorities consistently implemented, with administrative volunteers developed and entrusted with meaningful responsibility;
- governance, compliance and operational responsibilities handled reliably within a sustainable culture of continual improvement.



The overarching goal is not organisational efficiency for its own sake, but faithful stewardship: using God-given people, gifts, time and resources in ways that magnify God's glory and strengthen WEC to make and mature disciples of Jesus.

5. THE PERSON WE ARE SEEKING

WEC's recruitment decisions are guided by our Recruitment and Employment Philosophy. We assess candidates through six areas, in this order of priority:

Area	For this role
Character	A mature Christian whose life displays godliness, humility, integrity, wisdom, faithfulness and a servant heart. Humble and teachable.
Conviction	Wholehearted commitment to the authority of Scripture, the gospel of Jesus Christ and WEC's Statement of Beliefs; able to exercise practical judgement from biblical conviction rather than mere pragmatism.
Chemistry	Relationally mature and collaborative; builds trust, communicates clearly, receives and gives feedback well, and contributes constructively to a staff team.
Charisma (leadership influence)	A credible servant leader who can bring clarity, encourage others, coordinate people and move a team toward agreed outcomes without relying on position or personality alone.
Competency	Strong organisational and systems thinking; proactive and decisive; able to manage competing priorities, communicate effectively, develop processes, coordinate projects and use relevant digital tools. Experience in operations, administration, project management or organisational leadership is highly desirable.
Capacity	Able to carry the agreed 0.8–1.0 FTE scope in a healthy and sustainable way, with sufficient margin for the responsibility, complexity and interpersonal demands of the role.



Relevant Experience and Qualifications

Experience in operations management, executive administration, project coordination or organisational leadership is highly desirable.

Relevant qualifications in business administration, management, project management or a related field would be advantageous, but are not essential. We value demonstrated capability and practical experience, whether gained in professional, church, community or other organisational settings.

6. WORK PATTERN AND SUNDAY WORK

Regular participation in WEC Sunday gatherings is an expected part of the Operations Manager's working week. Sunday responsibilities will form part of the agreed FTE workload, not an additional day beyond it. Because operational questions, relationships and practical needs naturally arise on Sundays, the role will include appropriate operational engagement before, during and after services as required.

The final distribution of workdays and hours will be agreed with the successful applicant, with attention to ministry needs, availability and sustainable workload. Given that Sunday is a regular workday, the weekly pattern will provide appropriate time off elsewhere in the week.

7. REVIEW AND DEVELOPMENT

The Operations Manager will meet regularly with the Senior Pastor for supervision, priority-setting, feedback and development. The role will be reviewed through WEC's normal employment processes, with particular attention to role clarity, delegated authority, workload, systems improvement and sustainable capacity. As alignment, competence and judgement are demonstrated, appropriate operational decisions will move progressively from consultation to independent ownership.

8. A Final Word

The purpose of this role is ultimately larger than good administration. Organisational excellence does not save people. The gospel does. But faithful stewardship honours Christ, serves his people and removes unnecessary obstacles to gospel ministry. By bringing clarity where there is confusion, coordinating people toward shared purposes and building systems that enable others to flourish, the Operations Manager can make a significant contribution to WEC's mission of making and maturing disciples of Jesus.

Perhaps God has given you the ability to see patterns in complexity, bring order where there is confusion, and build systems that enable others to flourish.

If, as you have read this Position Description, you have found yourself thinking not simply,

"I could do this,"

but,



"I would love to use the gifts God has given me to strengthen Christ's church in this way,"

then we warmly encourage you to prayerfully consider applying.

May Christ continue to build his church, for the praise of his glorious grace.