



OPPORTUNITY PROFILE

OPERATIONS MANAGER
Frankfurt, Germany

The International Baptist Convention (IBC) is a relatively small organization that reaches literally around the world. The mission/vision is to mobilize (i.e. strengthen) and multiply English-speaking, multi-cultural churches through the reproduction of disciples, leaders, and congregations. The best part of the IBC is what God is doing in the people and leaders of the 60 churches located in 25 countries in Europe, the Middle East, Africa, and Central and South America. Those that encounter Christ in IBC churches comprise people from more than three-quarters of the countries of the globe. For more information, see our website: ibc-churches.org.

The Operations Manager (OM) is accountable to the General Secretary (GS) and acts as a point of contact between the GS and the people served by the IBC office. The General Secretary travels up to 50% of the time in order to be physically present with churches and church leaders as well as to be an advocate and spokesperson to partner organizations. Therefore, the OM must be independently self-motivated and well organized while managing office resources and personnel issues, supporting executive leadership, and coordinating upcoming commitments.

The Operations Manager will serve as an assistant to the General Secretary and provide administrative support to the Core Strategy Directors, Presidential Leadership Team, and Council of Trustees. Additional duties will include office and project management, record-keeping, systems development, communication coordination and events support. The Operations Manager is also responsible for leading the communications assistant, events assistant and technology advisory teams, training and leading interns, and supporting churches and the leadership the IBC in areas ranging as wide as building maintenance to providing information for interim pastors. This is a challenging, high-intensity position, for someone looking to learn, grow and be challenged.

ROLE

The role of Operations Manager encompasses office and project management, executive support, oversight of the event and communications plans, managing team members and volunteers, systems development, and general responsiveness to the needs and requests of IBC churches.

Administrative Oversight

- Office management
 - Equipment, software, supplies, internet, phone, etc
 - Email, phone, post
 - Maintenance, insurance, inspections, repairs (building, vehicles)
 - Guest apartment
- Compliance: legal and personnel, data protection
- Liaison with the German Baptist Union
- Bank payment release (as signatory)

Executive Support

- General Secretary (including travel arrangements)
- Presidential Leadership Team, Executive Leadership Team, Council of Trustees
- Core Strategy Directors & their teams
- Churches
- Record-keeping
- Meeting agendas & minutes
- Partner organisations
- Constitution, Operations Manual
- Membership applications

Event Coordination

- For IBC Events like the Annual Convention Meeting, Ministry Leadership Conference, Men's/Women's/Youth events:
 - Sourcing conference hotel
 - Creating and maintaining online registration process
 - Managing registrations and payments & communicating with attendees and hotel
 - Communicating with conference teams
 - Organising special events like tours & banquets

Communication Coordination

- Creating and adapting organisation wide communication plan
- Leading the rebranding of the organisation
- Recruiting, leading and cooperation with graphics designer and website creator
- Leading website design and content creating and maintenance
- Leading the creating and uploading of content for social media

Outsourcing (Recruit, Coordinate, Train & Monitor)

- Apprentices and mini job
- Interns
- Virtual assistants, experts, and specialists

Systems Development

- Maintaining agreement with development company
- Protecting the IBC's investment by maintaining a local copy of the source code, updated with each major release
- Doing business analysis and specifications for new modules
- Communicating with software developer
- Reviewing and testing changes
- Communicating & training users (with technology advisory team)
- Managing security levels
- Choosing and maintaining hosting of website and systems for IBC office

Church Support

- Leading a survey to evaluate church websites & social media presence

COMPETENCIES & SKILLS

Execution- completes assigned work in a timely and thorough manner

Skills:

- Prioritization (once the routine work is done, can evaluate and focus attention on the most important remaining work)
- Organization-level administration (managing data, workflow, reading for comprehension, problem solving, networking; including proficiency or willingness to be trained in applications like the Office 365 cloud environment (including: Exchange, OneDrive, Teams, SharePoint and Forms), Slido, WPEngine, WordPress, Canva, Facebook, Instagram, Otter, Squarespace, Mailchimp, Wise, Stripe)
- Proactivity (effective time and project management habits and completes tasks with minimal supervision)
- Ideally fluent in German, but with excellent English (converses and composes documents)

Planning- ensures the successful completion of events and communications

Skills:

- Establishing win/win agreements (proposals, plans, and contract negotiation)
- Overseeing projects from initiation to completion (assigning tasks with timelines and milestones)
- Encouraging progress and successful results

Mid-level leadership- development, healthy delegation

- Managing small teams and individuals with strong soft skills (relationships and communication) and maintaining high-level team performance
- Providing clear instructions, maintaining good working relationships, conducting effective meetings
- Being creative, but ensuring compliance with established requirements and agreements

CHARACTER & EXPERIENCE

- Godly character—maturity and a vibrant walk with Christ
- Secure and confident of personality and calling, but also treasures feedback offered with grace and truth
- Commitment to healthy relationships, confidentiality, and delivering results
- Significant experience in disciple making in the local church (membership in an IBC church preferable)

TEAM VALUES AND PERSONAL DEVELOPMENT

Ours are: humility, proactivity, and robust communication. *Humility* means that we are listeners and learners. *Proactive* people don't wait on others, but discover, develop, and deploy others to collaborate with them in God's mission. Finally, *communication is robust* so that information is available for everyone to get their work done with a way of ensuring the effectiveness of results.

While we expect a certain level of competency in the OM candidate, we also recognize the potential for improving or introducing skills once employed. The OM will continually be developed for greater effectiveness.

HOW TO RESPOND

This role is full-time. There is the possibility of remote work with an expectation of three days each week in the IBC office in Frankfurt, Germany.

To apply for the position of IBC Operations Manager, please submit the following by 31 October 2024:

- Letter of Application outlining your suitability, details about what your Christian faith means to you (including church involvement) and motivation for the role. Please indicate what your earliest starting date would be.
- Current resume or CV.

Send your application and all enquiries to: Tim Faulkner (General Secretary) at recruitment@ibc-churches.org