

# Operations Manager

**Hours/week:** 5 days per week (full-time), however we're open to considering 4 days

**This Position is:** Freelance/contractor working from home

**Travel:** This position will require international travel

**For more information please contact:** Lucy McDonald: [lucy@generositypath.org](mailto:lucy@generositypath.org)

**To apply:** Please send your CV, a cover letter and a statement of faith to Lucy

We love that our Generosity Path team come from all over the world and speak numerous languages. Please be aware that within our organisation the common language is English so applicants need to have excellent oral & written English skills.

**Please note:** There is a Genuine Occupational Requirement for the job holder to be a practising Christian, we're looking for someone with:

- A vibrant and active Christian faith: this is essential for the credibility and performance of this role
- A secure understanding of the Christian faith and ability to engage people in faith issues specifically regarding generosity

## GENEROSITY PATH

Generosity Path (GP) exists to see hearts fully surrendered to Jesus through radical generosity. Over the next four years (by the end of 2027), we want to spark indigenous movements of generosity in every tribe and nation – a first step towards our greater vision to see a world healed through generosity.

Our primary tool to achieve this is the Journey of Generosity (JOG), a simple, interactive experience that creates a space for people to have conversations about faith, life and money. Over four sessions lasting a single day, organised as an overnight retreat, or delivered across four separate sessions, we explore real-life stories of generous givers from around the world, study what the bible has to say about giving, and walk through some through-provoking activities. To date, we have brought together tens of thousands of givers in more than 100 countries across the globe.

Since we are fully and privately funded, we are able to create safe and inspiring environments for people to share without any concern that there will be an appeal for funds.

We believe God is already using Generosity Path to transform lives and are excited for the journey ahead.

## Operations Manager

**Objective:** Support the sustainable growth of the Generosity Path team on a global scale, through the development and delivery of Operational tools, systems and processes

Working under the direction of the Leadership Team, the Operations Manager (OM) is responsible for overseeing operations through four key identifiers: 1) driving solutions for global product delivery, 2) overseeing metrics, 3) supporting organisational health, 4) opportunities for growth.

The role involves the day-to-day management of core systems and processes within the Operations team, through executing the Operations strategy in line with the global thematic goal.

### REPORTING RELATIONSHIP

The OM works within the Operations department and will report to the Chief of Staff.

### KEY RESPONSIBILITIES

#### Managing Operations

- Manages the day-to-day activities of GP's core system & operational activities, and be the point-person for operational requests (supporting the Growth and Product & Marketing (P&M) teams with queries on the delivery of the product)
- Takes the lead and ensures complete delivery of Operations Projects and interdepartmental Projects.
- Helps implement the framework for strategic goals and projects to be effectively defined, monitored and delivered.
- Ensures the end-to-end Journey of Generosity (JOG) experience is monitored and tracked, and all processes are set up to run from start to finish
- Helps define, establish & capture GP quality & performance benchmarks i.e KPIs (internal, external growth, impact) to drive continuous improvement in growth, efficiency and customer insight
- Determines budgets for tools, printing, operations travel and contextualisation work, working with the line-manager on budget allocation for the year
- Maintains our core tools (HubSpot, Asana, Box and Zoom)
  - Communicating features and updates with relevant team
  - Provide training on tools for existing and new staff
  - Ensure that GP takes advantage of the latest innovative systems and tools to maximise performance and engagement internally and through product delivery
- Line manage LHCs (Local Host Coordinators)
  - Hold operations meetings that upholds the GP values
  - Provides support and training
  - Lead on finding solutions to bottle necks

- Determines how we decentralise, and regionalise, Operations so that current/new LHCs become Regional Operations Coordinators (the OM would line manage these new roles)
- Acts as GP Privacy Manager and be the lead contact for implementing GDPR procedures
- Provides an annual audit of systems, tools, and data cleansing
- Works with People & Culture department to ensure all staff have access to the tools required to carry out their responsibilities
- Attend weekly, monthly & quarterly Zoom meetings as required
- Leads on operational research & development, through conversations with other organizations and partnerships

#### **External Contractors**

- Oversees metrics, tech, and tool services, holding the relationship with external service providers
- Manages contract with training consultant to provide continued training for tool usage and needs, and tool training for onboarding new staff members

#### **Operational Activities**

- Manages on-going and ad-hoc projects, as agreed with Leadership Team or Executive Director
- Explores ways to optimise processes and procedures
- Is forward thinking in implementing automations and digitalising operations

## Experience

### Essential

- Minimum of 3-5 years' experience in an Operations role
- Demonstrable experience of:
  - working with a CRM to meet consumer need
  - leading and working with third parties to deliver high-quality systems and processes
  - line-managing people
  - implementing and refining operational systems and processes
  - managing budgets to deliver an agreed goal
- Able to work well as part of a cross-functional team, working closely with Growth and Product & Marketing teams for shared success
- Good knowledge of technology and digital systems & processes in order to assess if what we currently use is the best for the organisation and/or how improvements can be implemented

### Preferred

- Operational management, and delivery, of global products
- Identification, onboarding and management of third-party consultants and agencies to deliver against an agreed brief
- Experience of operational innovation to meet consumer need
- Bi-lingual in English and another language

## Person Specification

- Strong and active Christian faith
- Generous:
  - passionate about the Generosity Path mission
- Curious:
  - as to how Operations can meet perceived needs both internally & externally
- Self-starter:
  - able to work from own initiative in disciplined manner especially as this role will be mainly working from home
- Critical thinker:
  - able to use both qualitative and quantitative data in decision-making and problem solving
- Creative:
  - an eye for what looks good
- Emotionally intelligent:
  - aware of who they are and how to adapt when part of a team
- Hungry:
  - to grow in their faith, career and personal development
- Global perspective:
  - excited by cultural and contextual difference