

# Operations Director

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

**This Position is:** Freelance/contractor working from home. Ideally applicants will live within a time zone that is conducive to working with a line-manager who is based in Romania.

**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.

## POSITION SUMMARY

The Operations Director (OD) is responsible for overseeing the global distribution of our digital products, and experiences, both internally and externally. Our high-level strategy is to see exponentially more retreats in regions, where we're already present, and to continually explore new regions we can move into.

The OD will be on the Leadership Team and work alongside the other Directors examining, evaluating, and facilitating the needs of the Operations Department and the wider organisation. They will work closely alongside the Product & Marketing and Growth teams ensuring organisation-wide operational cohesion.

**Reports To:** The Executive Director

### Key deliverables / objectives:

- Bring clear strategic direction to all of the organisation's operational activities, ensuring that objectives are met efficiently and effectively
- Direct and oversee operations team to ensure they are motivated, trained, and empowered to carry out their responsibilities to the required standard
- Develop and implement efficient systems to project manage Operations' and cross-departmental projects to ensure excellence is achieved at all times
- Bring technical & IT leadership in order to support product development (Generosity Path's ability to utilise technology - both front & back-end - will be key to streamlining what we do and opening up new opportunities)
  - o Drive the seamless distribution of our product, globally, through digital infrastructure and automation
  - o Use proven digital knowledge to ensure we're using the best systems and platforms possible to maximise digital distribution of products
- Work closely with Growth and P&M Directors to ensure cohesive and effective team-wide working
- Ensure the annual Ops budget is handled responsibly and not exceeded
- Regular reviews of organisational systems and processes so they are both internally and externally efficient
- Evaluate overall company performance by gathering, analysing and interpreting data and metrics (one possible stream is through our current CRM however also having the knowledge to implement other systems if required)
- Ensure all team members and volunteers are always up to date with Ops processes and clear change management processes are planned and activated if change is on the horizon
- Drive forward our metrics overhaul (ensuring that our measurement & monitoring processes align our metrics with our mission & vision) in tandem with the Growth and Product & Marketing departments
- Be the organisational lead on Data Protection and GDPR to ensure that we stay ahead of the curve on remaining organisationally compliant
- Implement training that needs to be rolled out organisation-wide e.g. CRM training for onboarding the team

## Experience

### Essential

- A strong commitment to the Christian faith and the Generosity Path mission & values
- Five or more years of experience in executive leadership roles
- Excellent leadership skills, with steadfast resolve, personal integrity and the desire to see others flourish
- Understanding of advanced business planning and regulatory issues
- Excellent IT knowledge and experience, especially around CRM systems
- Experience of working in a fast-paced environment with a small team
- An innovative thinker especially in terms of processes; working creatively to ensure processes don't inhibit progress
- Solid grasp of data analysis and performance metrics
- Ability to diagnose problems quickly and foresee potential issues
- Strong communication and relationship-building skills, with the ability to persuade and influence others
- Proven ability to work effectively in a cross-cultural environment
- Comfortable working from home most of the time
- Fluency in English
- Willingness to travel globally

### Preferred

- Bilingual - English and another language
- International business experience

## Person Specification

- Strong and active Christian faith
- Generous:
  - passionate about the Generosity Path mission
- Self-starter:
  - able to work from own initiative in disciplined manner
- Critical thinker:
  - able to use both qualitative and quantitative data in decision-making and problem solving
- 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, and to grow others in these areas
- Global perspective:
  - excited by cultural and contextual difference