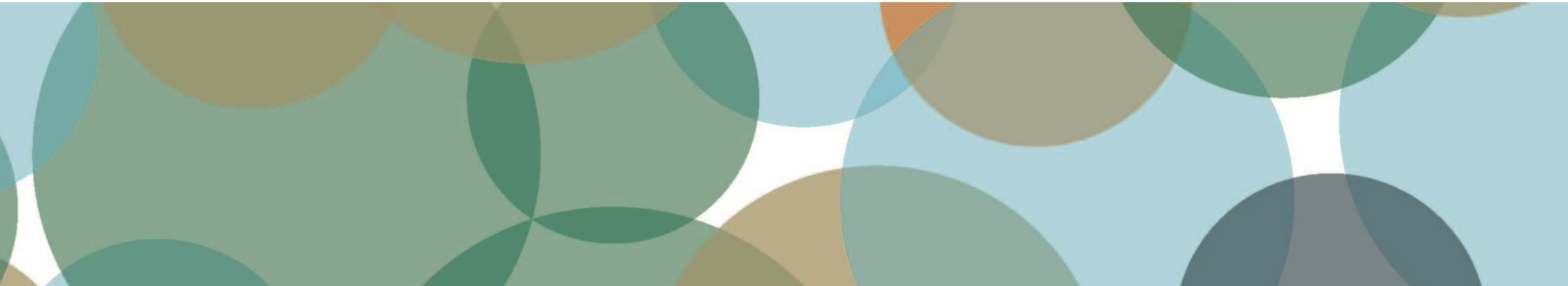


Position Charter

Ministry Services Director
Gateway Baptist Church



Reports to:	Central Services Pastor (CSP)
Direct Reports:	Office Manager, Facilities Manager, ICT Manager, Ministry Support Co-ordinator, Cultivation of volunteer teams for data input, pastoral call contact and administration
Works With:	Mackenzie Campus Pastor, Pastoral Care, Connection and Discipleship teams
Purpose:	Lead the administration, ICT and facilities management functions in all Gateway Baptist Church (GBC) campuses
Days/week:	5 days per week (Monday-Friday)
Effective:	March 2018

Overview:

Gateway Baptist Church (GBC) exists on two campuses at Mackenzie and Ormeau, with campuses launching at Redlands and Logan this year. Plans are in place to plant churches into the future, as part of the mission we are called to. Our Central Services team supports the operational function of our seven ministry areas, and our multi campus growth requires a dynamic team within Central Services, to scale technology, systems and processes to support these ministries into the future.

The Ministry Services Director will lead this team, accountable for the administrative, ICT and facilities management operations of our church campuses. They will provide leadership for and management of these teams and will work with the Central Services Pastor to plan, design and implement processes that support the strategic direction of our ministries and church vision. Culturally, they will be able to bring their staff and volunteer teams on a journey of growth and change, with personal attributes such as high levels of EQ, humility, authenticity, and transparency.

The successful candidate will possess strong leadership and management skills, attention to detail, good judgment and logical decision-making skills with a hands on approach. They will have the ability to effectively communicate with a broad scope of stakeholders and be able to demonstrate experience in a leadership and operational role.

Key Result Areas (responsibility)	Key Result Objectives (outcomes)
Ministry Services	<ul style="list-style-type: none"> • Oversee the provision of support and service required to effectively operate a large multi campus church. • Evaluate and redesign the current staff/volunteer structure and functionality of administration, data management, first contact, policy and compliance and hospitality and food services to effectively support and service the ministries of GBC across all campuses. • Develop and maintain strategies for scale as our ministries and campuses grow. • Develop effective processes that maximise efficient staff productivity. • Provide training for staff and volunteer teams in the relevant systems and processes for developing integrated and cooperative pastoral care and discipleship pathways at GBC. • Lead and care for the Ministry Services staff and volunteers across all campuses.
IT Services	<ul style="list-style-type: none"> • Work with the ICT Manager, Central Services Pastor (CSP) and external partners to implement a five year plan for ICT improvement and growth that best supports all ministry activities, events, communication, workflow, staff productivity and data management. • Lead and care for the IT Services staff and volunteers across all campuses.
Property and Facilities Services	<ul style="list-style-type: none"> • Work with the CSP to develop and implement ongoing site improvement plans across all GBC campus buildings, grounds and physical assets. • Work with the Facilities Manager to ensure long-range maintenance and improvement goals are balanced with short term, reactive work plans across all GBC campus buildings and grounds. • Lead and care for the Facilities Management staff and volunteers across all campuses.

Key Competencies

- Relevant tertiary qualifications and/or significant senior management and leadership experience in a relevant business or ministry application;
- Proven leadership and decision making in operational systems or processes including strategy, planning and implementation;
- High level interpersonal and negotiation skills including the ability to interact effectively with a wide range of stakeholders and complex interest groups/parties;
- Experience or demonstrated understanding of the complexities of church leadership demands and the proven capacity to communicate and negotiate within these environments;
- Demonstrated ability to successfully manage organisational change
- Demonstrated organisational ability, including the capacity to manage multiple projects and deliver on deadlines
- Understanding of WH&S policies and safe work/environment practices

Key Attributes

- Personal & growing relationship with Jesus;
- Godly character;
- Pastoral heart;
- Integrity in leadership;
- Team player;
- Good communicator;
- Capacity to work with diverse team of volunteers;
- Regularly attends and is part of the life and community of Gateway Baptist Church