

## Job Description

**Job Title: SR Process & Performance Manager**

**Location: Witney**

### Who We Are

Open Doors is a Christian charity that is looking to recruit active, practicing Christians to help meet the growing needs of the persecuted church worldwide. Hostility, violence, and abuse of Christians around the globe is on the increase. Open Doors works in over 50 countries to ensure that those facing such persecution are not forgotten but can stand strong to serve their communities and give life.

### Job Summary

The purpose of this role is to lead on process and performance developments within the Strategic Relations (SR) directorate. This role is key in ensuring a clear correlation between our strategic objectives as a directorate and the systems, processes, and people in place to support our frontline performance. Developing new initiatives for continuous process and performance improvements.

The role involves responsibility to troubleshoot and resolve any areas of inhibited or under realised productivity. This involves cross directorate collaboration and the ongoing embedding of performance improvement across SR.

The SR Process and Performance Manager will be strategically minded, able to identify innovations and improvements to aid our efficiency and effectiveness across the directorate, and competent and confident in leading projects and processes.

This role fundamentally is about being called to make a difference to the global body of Christ experiencing suffering for their faith through enabling quality and consistency in our internal workings. The final outcome is the strengthening of the Church facing the most extreme persecution around the world and also the Church across the UK and Ireland.

### Key Responsibilities

1. **Operational Performance Management** - Work with SR directorate stakeholders, and other stakeholders to measure and maximise our effectiveness as a directorate;
2. **Operational Process Management** – Oversee and manage the ongoing development and function of SR operations so that all internal requirements are supported and resourced by a well-oiled and operationally effective engine room.
3. **SR Planning Cycle Management** – implementing and managing the annual planning cycle including budget planning and managing strategic milestones.

### About the Team

To fulfil the key responsibilities associated with this job, this role will sit as a key role within the directorate leadership team reporting directly to the Head of SR Activities & Operations, you will have key relationships with:

- Church Relationship Managers across UK and Ireland
- CRM Team
- Data Analysts
- Supporter Engagement Team
- Finance Team
- Events Team
- Volunteer Manager
- Supporter Relations Team
- Caseload Calling Team

## Hours

37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday. This position may from time to time involve unsociable hours for which TOIL (time off in lieu) may be claimed. Our policy is a minimum of 40% of hours in the office, with the remainder remote working.

## Responsibilities and Requirements

### Operational Performance Management

- Manage and monitor SR performance data to advise stakeholders on areas of concern and growth including engagement and budget data
- Work with SR stakeholders in the development of goals to ensure performance goals are measurable, meaningful and consistent
- Work with ODUK&I data team to ensure SR data reporting meets organisational and directorate requirements
- Work with SR stakeholders to champion consistency and alignment in all areas of external relationship activity
- Work with volunteer channel leads in SR to ensure the effectiveness and performance of our volunteering opportunities.

### Operational Process Management

- Ensure SR processes are fit for purpose, through leading a continuous improvement process in the ongoing identification and implementation of both incremental and wholesale upgrades.
- Ensure SR is working in line with all corporate policies, procedures and priorities and developing processes aligned with and representing our IMPULSE goals.
- Provide operational support and advice across the directorate to support the productivity and function of the team and troubleshoot any issues
- Represent SR on the CRM project team and manage the implementation of CRM developments within SR
- Support and coordinate the SR volunteer channel leads in designing and developing volunteer engagement projects.

### SR Planning Cycle Management

- Manage the cross directorate annual planning cycle to ensure collaborative and coordinated planning
- Manage the annual budgeting cycle within SR ensuring timely budget setting and collaboration with the finance team
- Ownership of SR meetings planner and coordination responsibility for the planning of SR quarterly forums and strategic reviews.
- Primary responsibility for liaison and collaboration with stakeholders across ODUK&I in SR's integrated planning priorities

### Other:

- Carry out other tasks, projects and assignments as reasonably requested
- Be prepared to be a public voice for Open Doors
- Keep fully apprised with Open Doors' activities nationwide and worldwide
- Participate and contribute to the culture of prayer and our core values

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

## Applying Your Christian Faith to This Role

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)
- participating in retreats, days of prayer and fasting, etc.
- committing to private prayer for the work associated with this role and closest colleagues
- working in such a way so as to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else
- openness to the prompting of the Holy Spirit in making decisions or communications

### **Limits of Authority**

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

### **Key Attributes**

**The following represent key attributes we are looking for in the successful candidate:**

#### **Calling**

- committed Christian who is completely in sympathy with the calling and mission of Open Doors

#### **Character**

- teachable, humble, approachable and able to maintain confidentiality
- able to work under pressure, flexible and adaptable to get the job done
- self-starter with positive and proactive outlook and approach to dealing with obstacles
- confident and mature approach to taking responsibility with and for others
- excellent interpersonal skills and ability to deal with a wide cross section of people

#### **Culture**

- leadership – leading by example, servant hearted, empowering & respecting others
- impact – committed to get the job done for the direct benefit of the suffering church
- focus – able to stay on task and achieve outcomes within agreed time frames
- team – relational fit, able to work with and for others, to step in and step up when needed
- presentation – maintain OD standard of clean, tidy, modest and professional appearance

#### **Competency**

- educated to degree Level standard or equivalent
- experience and training in developing and managing processes, assessing performance, and affecting remedial action for underperforming processes
- excellent organisational and productivity management skills
- experience of leading small projects and working within project teams, organising logistics, assessing, and managing risks and reporting progress and status against a plan
- knowledge and experience of data / CRM management systems and solutions
- experience of problem solving and managing process innovation and development
- high level confidence in use of Word, Excel, PowerPoint and Outlook applications
- experience of thinking, planning and delivery
- strong personal workflow and time management prioritisation skills
- ability to motivate and inspire individuals and teams
- ability to respond to a range of complex requests and requirements and to provide solutions or to signpost as appropriate

**In addition, it would be beneficial for you to demonstrate the following:**

- experience of working for a charity/NFP organisation
- experience of process innovation and development



### **Our Statement of Faith**

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;  
and in Jesus Christ His only Son, our Lord,  
who was conceived by the Holy Spirit;  
born of the Virgin Mary;  
suffered under Pontius Pilate;  
was crucified, died and was buried.  
He descended into hell,  
the third day He rose again from the dead;  
He ascended into heaven, and sits at the right hand of God the Father Almighty,  
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;  
the holy Christian Church;  
the communion of saints;  
the forgiveness of sins;  
the resurrection of the body;  
and the life everlasting.