
JOB DESCRIPTION

POSITION: Operations Manager

Reports to

National Director

Direct reports

- Property Services Team
- House Manager
- Head Chef
- Gardens and Grounds Manager
- Fleet Coordinator, if applicable

Indirect reports

- Maintenance Assistant
- Assistant House Manager
- Housekeeping Assistant
- Sous Chef and Kitchen Assistants
- Grounds Person
- Operational contractors and service providers

Reporting lines are subject to confirmation against the organisational chart.

PRIMARY PURPOSE OF THE ROLE

The Operations Manager leads Capernwray New Zealand's operational functions and ensures its property, accommodation, grounds, kitchen facilities, vehicles and support services are safe, compliant, efficient and well maintained. The role stewards the organisation's physical assets and supports the ministry, educational programmes, staff, students and guests by providing welcoming, fit-for-purpose facilities and services.

Decision-making authority

Manage day-to-day operational priorities within approved plans and budgets. Escalate significant expenditure, compliance risks, asset decisions and development proposals to the National Director and Governing Board, as appropriate.

GUIDING PRINCIPLE FOR ALL STAFF

Share in the vision and mission of Capernwray New Zealand by embracing Jesus Christ, growing through biblical teaching and being equipped for life and service in the world.

Our values

- Christ's life in and through all.
- Being shaped and led by Scripture.
- Holistic growth through discipleship and community.
- Preparing for mission in every vocation.
- Embracing the unique New Zealand experience.

Mission statement

Our mission is to embrace Jesus Christ through biblical teaching and practical training, see people renewed into Christ's image, and equip them for life and service in the world.

KEY WORKING RELATIONSHIPS

Internal

- National Director
- Finance and HR Manager
- Communications Programme Manager
- Faculty Lead or Academic Programme Manager
- Adventure Lodge Leader
- Operational team leaders, staff and volunteers

External

- Contractors and tradespeople
- Local authorities and regulatory agencies
- Suppliers, service providers and community partners

KEY RESPONSIBILITIES

Operational leadership

- Lead and coordinate day-to-day operations
- Develop practical systems, procedures and continuous improvement initiatives
- Use resources effectively to support ministry, education and hospitality activities
- Lead, supervise and support operational staff and volunteers

Property services

- Keep buildings, infrastructure, workshops, machinery and facilities safe, compliant and functional
- Develop and deliver preventive maintenance, repair and renewal programmes
- Coordinate contractors, church groups, tradespeople and specialist providers
- Maintain asset, maintenance and compliance records

- Support the National Director and Governing Board with the assessment, planning, costing and implementation of property development proposals

House operations (oversee House Manager)

- Ensure accommodation for guests, students and staff is safe, clean, fit for purpose and maintained to a high standard through effective oversight of the House Manager
- Support seasonal planning, room allocation and housekeeping service delivery

Gardens and grounds (oversee Gardens and Grounds Manager)

- Oversee the maintenance and development of gardens, lawns, grounds and outdoor amenities
- Ensure effective planning of mowing, pruning, spraying, composting, tree maintenance, firewood operations and planting programmes
- Maintain outdoor spaces that enhance the student and visitor experience

Kitchen operations (oversee Head Chef)

- Ensure kitchen facilities and equipment are maintained and serviced
- Monitor food-safety compliance and operational readiness for programmes, camps and guest events through the Head Chef
- Ensure facilities and resources support efficient service delivery

Fleet management (oversee Fleet Coordinator)

- Ensure registrations, warrants of fitness, servicing schedules and maintenance records are current
- Review recommendations for vehicle repairs, replacement and procurement
- Monitor fleet use, compliance and safety

Health and Safety (support Health and Safety Officer)

- Support the Health and Safety Officer by providing operational insight and helping implement the organisation's health and safety systems
- Promote a positive health and safety culture
- Monitor compliance with the Health and Safety at Work Act 2015 and organisational policies under the Health and Safety Officer's direction
- Ensure risk management, incident reporting and corrective-action processes are implemented and maintained
- Ensure health and safety records, reporting systems and compliance documentation meet requirements under the direction of the Health and Safety Officer
- Support wellbeing initiatives for staff, students and ministry locations

SPECIFIC TASKS AND DUTIES

- Maintain pest-control, water-supply, wastewater, waste-management, recycling and environmental systems and records

- Oversee maintenance at Monavale, the Lodge and associated facilities
- Coordinate operational volunteers and student work teams
- Maintain accurate electronic and written operational records
- Contribute to capital projects and facility improvements

MINISTRY SUPPORT RESPONSIBILITIES

Actively participate in the life and ministry of Capernwray New Zealand, as agreed with the National Director.

This may include:

- Assisting with Family Groups, discipleship and mentoring
- Leading devotions and supporting students and guests in community life
- Supporting the planning and coordination of the volunteer programme
- Participating in staff meetings and organisational events

GENERAL EXPECTATIONS

- Model Capernwray New Zealand's vision, mission and values
- Demonstrate Christian leadership, integrity and servant-heartedness
- Attend meetings as required by the National Director and delegated senior leader
- Undertake other reasonable duties that support the role's purpose and the organisation's objectives
- Pray and intercede for the ministry

EXPERIENCE AND CAPABILITIES

- Demonstrated experience leading operational or property-services teams
- Practical knowledge of facilities, maintenance, contractors and asset management
- Sound understanding of workplace health and safety and relevant New Zealand compliance requirements
- Ability to plan work, manage competing priorities and maintain accurate records
- Confident communication with staff, volunteers, suppliers, contractors and regulatory agencies

PERSONAL ATTRIBUTES

- Servant-hearted and accountable leader
- Proactive, practical and solutions-focused
- Strong attention to detail
- Builds positive working relationships across operational, ministry and support teams
- Demonstrates integrity and commitment to the organisation's mission, values and culture