

# Operations Director

## ABOUT 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 local movements of generosity in every 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. 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.

At GP, there is a Genuine Occupational Requirement for all team members to be practicing Christians. We work hard at growing and sustaining healthy working relationships amongst our team of 29 remote workers, and due to our flourishing culture, we are a certified Best Christian Workplace.



We love that our GP team come from all over the world and speak numerous languages. Please be aware that within our organisation the common language is English.

## ABOUT THE ROLE

The Operations Director (OD) is responsible for overseeing the global operational 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

**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 primarily based in Romania

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

## YOUR RESPONSIBILITIES

- 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 - is 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 Product & Marketing Directors to ensure cohesive and effective team-wide working
- Ensure the annual Ops budget is handled responsibly and not exceeded
- Regularly review 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

## **YOUR PROFESSIONAL PROFILE**

### **Essential**

- Excellent written and oral fluency in English
- 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-past 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
- Willingness to travel globally

**Preferred**

- Bilingual - English and another language
- International business experience

**YOUR PERSONAL PROFILE**

- **GENEROUS:** a strong commitment to the Generosity Path mission & values
- **CHRISTIAN FAITH:** a vibrant and active Christian faith; this is essential for the credibility and performance of this role and the ability to engage people in faith issues specifically regarding generosity
- **AUTONOMOUS:** 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 you are and how to adapt when part of a team
- **HUNGRY:** to grow in your faith, career and personal development, and to grow others in these areas
- **GLOBAL PERSPECTIVE:** excited by cultural and contextual difference

**YOUR NEXT STEPS**

**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