



## **Manager of Operations**

Hope Lutheran Church is looking for an engaging, inclusive, approachable leader with a team-based approach to collaborating in ministry to fill a newly developed position of Manager of Operations (MO). Our MO will be able to bring out the best in others, empowering them to be successful not just as individuals but also as teams. The successful candidate will be a motivator and team-builder, able to support development of staff and volunteers by delegating responsibility and promoting teamwork within a skilled and diverse team. Open and personable, our new MO will model respect and trust, be inclusive in decision making, and able to make critical decisions that are firm and fair yet compassionate. A collaborative management style with good listening skills, flexibility and empathy is key. Strategic and caring, our MO will be confident and enthusiastic, working closely with our Pastor, and supporting a dedicated volunteer Church Council in the leadership of our Congregation.

## **Organization Overview**

Hope Lutheran Church is a welcoming community of individuals, couples and families of all ages. Since 1962, we have gathered to offer praise and prayer to God, grow in our Christian faith and extend God's care for one another.

Today, we are in a hopeful and renewing season.

- We recently welcomed a new pastor, with a clear call to lead us in transformation while staying rooted in the essence of who we are—a Christ-following, grace-filled Lutheran community.
- We are committed to our long-term partnership with Lutheran Campus Ministry in support of their work with post-secondary students across the city.
- We are working with our Synod of Alberta and the Territories office and Unity Lutheran, a mission congregation serving newcomers from Hong Kong, toward supporting their mission as a Chinese Ministry within our congregation. Together we will build a multicultural ministry to serve the Calgary community.
- There is strong energy for more collaboration among Calgary Lutheran churches, especially around children and youth ministries which can provide new opportunities for ministry.
- We have a beautiful space that we can utilize to greater potential for both our congregation and the community.

Our Core Values are **Belonging, Grace, Faithfulness and Compassion**. These values reflect both who we already are and who we are continually becoming: a community grounded in God's grace, rooted in Lutheran tradition, and committed to caring for one another and the world God loves.

To learn more about us, please visit: <https://www.hopelutheran.ca/>

## **Role Emphasis**

Such things as declining membership, aging congregational members, and changing demographics in our city require churches to re-examine their ministry and relevancy to their community. Hope is committed to ensure that our community continues to show love and grace to many more people for decades to come. This ongoing practise of caring ministry is particularly challenging today, as the whole church is in dialogue around these issues. While this is a time of uncertainty, it also has the potential for creativity and re-creation. Ongoing dialogue and discernment at Hope provides an anchor and builds a foundation for the future. We know this will mean change. But through it all, we will hold fast to our essence, our faith, and our mission. We are seeking a staff leader to join us and to walk together with us into the future God is calling us to.

The full time Manager of Operations is responsible for the successful leadership and ministry at Hope Lutheran Church in supportive partnership with our Pastor. Together with Church Council and the congregation, our MO and Pastor will focus on consistent achievement of our mission and strategies to serve our community. The MO's major mandate is to provide the coordination and continuity required to address current operational challenges and mitigate future ones. To be successful, it will focus on creating and nurturing the space for others to thrive in their roles – whether paid or volunteer. Leading a team of 3-5 part-time administrative and operational staff, this role includes ensuring that the church's infrastructure, both physical and human, is healthy and effectively supporting our ministry as individuals and as a whole. As a senior leader at Hope Lutheran Church, the MO clearly understands, demonstrates and practices the values and philosophy of our church, while building and supporting a strong, capable, engaged group of staff and volunteers who embody a collaborative, community-based approach to ministry.

The Operations Manager works in partnership with the Pastor, reports to the Church Council, and manages a dedicated team of staff, volunteers and contracted services.

## **Key Accountabilities:**

### **Leadership and Management**

- Build and nurture an effective relationship with the Pastor, in shared leadership of congregational ministry
- Provide leadership focus on developing organizational capability through alignment of strategy, structure, management processes, people, accountabilities and metrics.
- Support a creative staff and volunteer team in continual growth and learning to continue and expand the ministry of Hope Lutheran Church.
- Build a strong internal infrastructure and culture in collaboration with other staff and volunteers
- Ensure policies and processes are in place to promote standards and best practices

### **Operational Leadership**

- Ensure and support effective processes that create opportunities for staff and volunteers to fulfill their roles and ministry effectively.
- Provide coordination in worship planning in partnership with the Pastor and volunteers.
- Ensure and support effective Volunteer management and coordination.
- Utilize technology to improve effectiveness of operations.
- Ensure Hope's property is well maintained and that assets are protected.
- Identify and assess credible risks to the congregation, and ensure risk management is a factor into the overall decision-making process, evaluating and balancing both risks and opportunities.
- Ensure compliance with relevant laws and regulations.

## Planning

- Work with the Church Council, Pastor, staff and volunteers to embody Hope Lutheran's mission and vision for ministry, communicate it effectively within the congregation and ensure that it serves continuously as an inspiration and guide.
- Work with the Church Council, Pastor, staff and volunteers to develop a clear picture of the future.
- Educate others on the future direction of the congregation and inspire them to be champions, supporters and advocates.
- Develop, in collaboration with staff and volunteers, annual work plans that identify the goals, action steps, accountabilities, resources and timelines that support the achievement of priorities for ministry.
- Guide and motivate others to take actions that support the ministry of Hope.
- Ensure ongoing evaluation of programs and services to determine progress towards desired outcomes and changes necessary for ongoing success.
- Identify and track related external trends (e.g., political, economic, social, technological) and develop strategies to address these.
- Develop and nurture a scalable operational/support model that responds to congregation and ministry ebbs and flows.
- Ensure adequate resources are available to provide high quality services and supports.

## Financial Management

- Work closely with the Finance Committee to develop and implement financial administration strategies and systems that are effective and aligned with Hope's vision and mission.
- Participate in developing Hope's annual budget.
- Oversee administration of funds according to the approved budget.

## Revenue Development

- Increase and maintain rental income in alignment with Hope's ministry.
- Support stewardship efforts as identified during annual planning processes.
- Balance short term rental initiatives with long-term sustainability efforts.

## Governance and Church Council Relations

- Engage with the Church Council and Pastor in the shared leadership of Hope Lutheran Church.
- Develop and nurture a strategic partnership with the Church Council and Pastor to support effective governance.
- Support and encourage appropriate Church Council involvement.
- Create robust accountability, control and reporting for the operational and financial performance of the congregation to achieve the very best outcomes.
- Provide appropriate and relevant information to the Church Council to support them in their role.

The candidate is expected to demonstrate the following:

<b>Competencies</b>	<b>Personal Attributes</b>
Strategic Thinking	Integrity
Leadership	Diversity
Communication	Compassion
Teamwork Accountability	Respect
Resource and Fiscal Management	Trust
Change Leadership	Resourcefulness
Legislation	Innovation

## **Required Experience/Skills**

- At least five years of progressive experience in diverse leadership positions, working collaboratively with staff and volunteers.
- Collaborative and engaging leadership style
- Confidence and demonstrated ability to implement technology effectively, particularly for digital collaboration and communication
- Demonstrated success in interpersonal, interagency and cross sector collaboration – as a leader and as a participant.
- Excellent communication skills: demonstrated ability to tailor communication to different audiences, particularly staff, volunteers, congregational members, community and partner churches.
- Strong business skills: Strategic planning, people and organizational leadership, sound financial knowledge, innovative program development and human resources management.
- Experience in church or ministry settings is an asset.

## **Education**

Post-secondary degree in community development, management, Christian ministry, or a related discipline.

Candidates with a combination of relevant education and experience are encouraged to apply.

**Compensation:** Annual Salary of \$60,000+ depending on experience, plus pension and benefits. Flexibility in scheduling and opportunity for growth along with the congregation.

**Availability:** April 2026 (note: Hiring is dependent on budget approval)

---

*impact<sup>8</sup> Inc.* is recruiting on behalf of Hope Lutheran Church.

Please send your **resume** and **covering letter** outlining your interest and fit for the position to:

[recruitment@impact8.ca](mailto:recruitment@impact8.ca)

**Please send your information on or before March 4, 2026**

*impact<sup>8</sup> Inc. thanks all candidates for their interest. Only those selected for an interview will be contacted directly. Hope Lutheran Church will not respond to inquiries concerning this posting. Please direct questions to [recruitment@impact8.ca](mailto:recruitment@impact8.ca).*