



Small Groups and Operations Director

POSITION OVERVIEW: The right candidate is a proven leader who can help us build capacity to shepherd a growing church. This role requires the experience and versatility to serve effectively in a variety of areas, along with the humility and maturity to work collaboratively alongside an established team. As part of the Trinity staff team, this person will be fully engaged in the overall mission of the church and will report directly to the Lead Pastor.

QUALIFICATIONS:

- Bachelor's degree required
- Graduate-level biblical and theological training
- Minimum of 5 years of vocational ministry experience, preferably including shepherding people, overseeing groups, and managing staff
- Gospel fluency with the ability to clearly articulate and apply the gospel to real-life situations from both theological understanding and personal experience
- Strong theological depth, including a grasp of biblical, systematic, and practical theology
- Demonstrated emotional health, rooted identity in Christ, receptiveness to feedback, healthy conflict resolution, and servant-hearted self-awareness
- Relational warmth and the ability to connect effectively with a wide variety of people as a representative of Jesus and the church
- Proven ability to make disciples who make disciples
- Strong verbal and written communication skills marked by clarity, relational warmth, and gospel-centeredness
- Financial acumen, including comfort with budgets, financial statements, cash flow, stewardship strategy, and financial decision-making
- Systems and operations mindset with the ability to build, refine, and maintain scalable processes and workflows
- Experience in HR and staff development, including fostering healthy team dynamics and helping staff thrive in their roles
- Proficiency in biblical counseling and conflict resolution
- Strong project management and strategic thinking skills, with the ability to take initiatives from planning through execution
- Self-starter with strong organizational instincts, attention to detail, and follow-through
- Ability to work collaboratively with church members, volunteers, and staff to accomplish ministry objectives and care well for people

DUTIES & RESPONSIBILITIES: The primary role is to oversee two of our core strategies: Trinity Groups & Operations. You will also be serving at-large to help us build overall shepherding capacity in our church and connecting visitors to the life of the church.

Trinity Groups | Specific responsibilities include:

- Oversee the small groups ministry: group health, assimilation, multiplication, training, etc.
- Shepherd specific groups. Each of our elders oversee groups, which involves coaching and caring for leaders, meeting with members in those groups, and sharing group updates and needs with elders. When the number of groups exceeds the capacity of our elder team, part of your role will be to fill that gap.
- Build a leadership pipeline to identify, deploy, and develop future Group Leaders.
- Develop tools & resources: group discussion questions, training materials, group health assessment, etc.
- Oversee the Welcome team, creating and implementing strategy to assimilate visitors and members into Small Groups.
- Lead our Small Group Leader meetings providing direction, training, and care.
- Gather and share stories of how God is at work in our Groups.
- Participate in strategic planning for Groups, help implement that plan and troubleshoot problems.

Operations | Specific responsibilities include:

- Serve as a key member of the finance team, participating in budget development, financial planning, expense monitoring, financial reporting to elders, and the church's overall stewardship strategy. Partner with bookkeeping/accounting personnel to maintain accurate records and sound financial controls.
- Manage the operational side of the staff team, communicating with HR personal, including hiring processes, onboarding, staff handbook and HR policies, performance review rhythms, benefits administration, compensation structures, PTO and team calendars, and ongoing staff development frameworks.
- Develop and maintain operational systems, policies, and procedures that support a healthy church culture and effective ministry execution.
- Ensure compliance with legal, financial, and church-policy requirements — bylaws, insurance, employment law, charitable status, background-check protocols, and child-protection policies.
- Provide operational leadership for special projects, capital initiatives, and major events (e.g., conferences, building projects, large gatherings).

At-Large Leadership | Specific responsibilities include:

- Be available for various kinds of counseling, discipleship and care.
- Run point on special projects.
- Function as part of the team, helping to shape and lead the vision of Trinity.

Status: Full-time, ministerial

Benefits: Health Stipend, Paid Time Off

Schedule: Sun. 8-12, Tues. Staff Meeting, minimum of 20 in-office hours weekly, plus 20 flexible hours dedicated to meetings, ministry presence, and relationship-building

Reports to: Lead Pastor

ROLE SUCCESS INDICATORS

Trinity Groups

- On the health of Gospel Communities and our discipleship strategies: Groups are growing in discipleship, community, and mission. Trinity is experiencing measurable gains in evangelism, discipleship, leader development, and Group multiplication in line with church growth.
- On the health and effectiveness of Group Leaders: Leaders are walking with God, feeling cared for, and well-equipped for ministry. They are growing in gospel fluency and leadership ability.
- On your ability to cast vision for Groups at various levels and assimilate people into Groups: The average attender understands the purpose of Groups and their importance to our church. Stories of how God is at work in Groups are regularly being shared. 85% of people that attend Providence are in a Group.
- On the quality and fruitfulness of resources produced: Not only current content (e.g. Group discussion guides) but also producing new tools and resources that meet needs, fill gaps, and advance the health and mission of Groups. Being proactive in resource development.
- On the execution and excellence of any special projects and events.

Operations

- On the financial health and stewardship of the church: Budgets are well-developed and faithfully executed; financial reporting is timely, clear, and trustworthy; the church is positioned for sustainable, mission-driven growth.
- On the operational health of the staff team: Systems for hiring, onboarding, evaluating, and caring for staff are in place and functioning. Staff feel clear in their roles, supported in their work, and well-resourced for ministry.
- On the operational health of the church: Facilities, technology, vendor relationships, and Sunday operations run smoothly and serve the mission rather than distract from it.
- On your ability to administrate operational rhythms and projects: You can lead annual planning processes, oversee complex initiatives, and ensure execution with excellence.
- On compliance and risk management: The church operates within the legal, financial, and policy frameworks appropriate to a healthy ministry organization (bylaws, insurance, employment law, child protection, etc.).
- On your ability to develop and lead operational leaders: You are building a team of staff and volunteers who use their gifts effectively in operations, finance, facilities, and administration.