

Vacancy: Operations Manager

Hours: 37.5 hours a week full-time)
Location: Fishponds, Bristol
Reports to: Chief Executive Officer (CEO)
Salary: £27,500 - £30,000 a year



Centre for Deaf and
Hard of Hearing People

The Centre for Deaf and Hard of Hearing People (CfD) is a registered small-sized charity that delivers a wide range of services including community development and assistive equipment services to people in Bristol who are Deaf, hard of hearing or deafened. As our mission statement says, we are working toward creating a Bristol “where everyone can participate in all aspects of life in the city, whatever their level of hearing”.

CfD challenges the prejudice and barriers that Deaf and hard of hearing people face in their daily lives. We are developing exciting new plans for activities that will contribute to our aims and promote equality for all deaf people.

CfD is seeking an Operations Manager to run our Equipment Service, manage a range of projects and support our CEO as we move forward with our new plans. The post holder will be based at The Vassall Centre, Gill Ave, Fishponds, Bristol, BS16 2QQ.

This is an exciting opportunity to help CfD grow. You will manage our equipment service for Deaf and hard of hearing people, with a focus on developing the scope and reach of the service. You will also make a contribution to a portfolio of projects and lead on areas of work such as HR and Health and Safety. We welcome applications from people who have experience of working with or supporting deaf people and those with management, administrative and marketing experience who would like to use these skills in a new area.

Summary of duties:

Equipment Service

The Operations Manager will oversee the running of the Equipment Service, managing the two Equipment Officers and the 0.4 Administrator, as well as the Resource Room. You will also be responsible for the marketing of the Equipment Service, working with the CEO to develop the existing marketing strategy and implement the new approach. This part of your role will take 20 hours a week.

The rest of your week (17.5 hours) will be spent developing and running projects and supporting our CEO.

Current projects include:

- Developing new ways of supporting Deaf and hard of hearing people, with an emphasis on setting up “Living with Hearing Loss” workshops and peer support groups for hard of hearing people. <https://cfid.org.uk/bristol-join-up/living-with-hearing-loss-tablet-loan-and-workshops/>
- Working with Gloucestershire Deaf Association on a Lottery-funded project “Deaf in the Covid Aftermath”. Responsibilities may include interviewing Deaf people in Bristol about their recent experiences. <https://cfid.org.uk/deaf-in-the-covid-aftermath/>

- Supporting volunteers to catalogue CfD's large collection of artefacts, documents, and photographs that describe the history of Deaf and hard of hearing people in Bristol.

Support Role

You will support our CEO, Justin Smith, by dealing with queries from staff, deputising at some meetings and leading on HR matters, Health and Safety and GDPR.

This will be an exciting and challenging role. You will be busy, but you will be able to make a real contribution to CfD and to the lives of Deaf and hard of hearing people in Bristol and the surrounding counties.

Does this sound like you?

The main responsibilities are to:

Equipment Service

1. Manage, maintain, and improve the Equipment Service.
2. Line manage the Equipment Officers.
3. Develop and implement the current marketing strategy for the Equipment Service, including use of social media, the CfD website and presentations.
4. Produce equipment service reports for the CfD Trustees and Bristol City Council in a timely manner and to a professional standard.
5. Develop the Equipment Service Newsletter so it becomes a CfD newsletter of interest to deaf people throughout Bristol and the surrounding counties.

Projects

1. Manage contracts and support staff to manage their budgets for a number of projects.
2. Manage and supervise a number of projects to make sure they are meeting their aims in an efficient way and are contributing to CfD's overall strategy.
3. Help develop our evaluation strategy to make sure CfD is working effectively and is providing high quality services.
4. Lead on using our database to produce high quality statistics on our work.
5. Ensure that CfD produces reports for funders to meet the required deadlines.
6. Lead on a number of projects, including developing new ways of supporting hard of hearing people to adjust to hearing loss and to find effective strategies for meeting the challenges that hard of hearing people face in Bristol.

CEO Support

1. Direct and oversee all staff matters.
2. Lead on Health and Safety, Risk Management, GDPR compliance and good practice.
3. Deputise for the CEO at selected meetings and events, and to develop and maintain relationships with key external partners and agencies.
4. Work with the CEO to cost and implement new initiatives and service delivery opportunities.
5. Ensure compliance across all media with CfD's brand guidelines.

6. Lead on reviewing the CfD website.

General

1. Attend conferences, training and other staff development opportunities.
2. Develop an agreed personal training plan and carry this out using internal and external training as required.
3. Adhere to and promote CfD's policies and standards, especially the Equal Opportunities, Data Protection, Safeguarding, Health and Safety and Communication policies.
4. Act as an ambassador for CfD promoting a positive and professional image and attitude at all times.
5. Support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.
6. Support CfD to find funding for new projects involving Deaf and Hard of Hearing people.
7. Coordinate and manage own Access to Work support (if needed).

Terms and conditions:

1. This is a full-time position of 37.5 hours a week. CfD's core hours are 10am – 4pm. Occasional evening and weekend work may be required.
2. Contract till March 31st 2025 with potential 3rd year extension to 2026, subject to funding. Potential further extensions if the Equipment Service funding from Bristol City Council is renewed.
3. Salary £27,500 - £30,000 a year.

Note:

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. The job description will be reviewed in the course of supervision meetings and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other CfD activities as time permits and by agreement with the CEO.

Essential skills, abilities and knowledge:

- Educated to A-Level standard, including Maths and English GCSEs.
- Knowledge and understanding of the voluntary sector and sympathy with the objectives of CfD.
- Able to deal with telephone calls and queries (through interpreter if required) in a pleasant manner.
- Some knowledge of specialist equipment for Deaf and hard of hearing people.
- Experience of producing reports.
- Experience of collating and inputting data onto databases.
- Experience of project co-ordinating, delivering projects in a timely manner.
- Able to use Microsoft office to a high level, including Word and Excel.
- Ability to monitor budgets and use Excel to check and prepare budgets.
- Clear, concise and creative written communication skills appropriate to a range of documentation, with attention to detail.

- Ability to deliver presentations to small and medium-sized audiences in an engaging manner.
- Ability to form positive working relationships with other professionals.

Desirable skills, abilities and knowledge:

- Relevant professional qualification.
- A marketing qualification or experience of marketing a service.
- Experience of working with Deaf and/or hard of hearing people.
- Ability to communicate in British Sign Language (training can be provided).
- Experience of working closely with service users and explaining complex issues clearly.
- Understanding of the social model of disability.
- Experience of using social media and writing content for websites.
- Experience of managing staff.
- Ability to write documents suitable for a range of audiences, including professionals and service-users.

Things we expect all staff to support us with:

- Actively seek out opportunities for development and income generation.
- Read, understand and follow CfD's policies and procedures.
- Stay up to date with key developments in your specialist area.
- Be willing to occasionally work evenings and weekends.
- Participate in team-meetings and development days.
- Be willing to travel across Bristol and occasionally further afield.
- Represent CfD at local, regional and national meetings and events.

In return, you will receive:

- Competitive pay and holiday allowance
 - 25 days a year plus Bank Holidays
- Employee pension contributions
- A flexible working policy
 - Our core hours are 10:00 until 16:00 Monday to Friday
- The opportunity to be part of a committed, skilled and supportive team
- Support to develop your skills further

Equipment Service:

The aim of the Equipment Service is to make sure that clients get the equipment they need and are confident in using it. We support clients to be independent by helping to remove some of the barriers they face because of their hearing loss.

The Deaf Equipment Service is contract to CfD by Bristol City Council. Our Equipment Officers make pre-arranged visits to the homes of Deaf, deafblind and hard of hearing people within the city of Bristol, to assess the equipment they need. Our Equipment Officers work to install a range of listening aid/visual alert equipment and give clients training in how to use the equipment.

As the Manager of the Equipment Service, your **main tasks** will be:

1. Manage, maintain, and improve the Equipment Service to make sure all KPIs are met.
2. Manage the Equipment Service budget and make sure all activities are delivered within budget.
3. Manage the two part-time Equipment Officers including conducting supervisions, and chairing team meetings.
4. Develop and implement the marketing strategy for the Equipment Service so that the service expands to meet our new targets.
5. Support the administrator to monitor the Equipment Service email inbox, responding promptly to all customer related queries.
6. Keep records using CfD's Charity Log database, electronic files and some paper records.
7. Produce regular reports and statistics on work done.
8. Develop the outreach work of the Equipment Service by:
 - a. Exploring how workshops on hearing loss can be used to support hard of hearing people.
 - b. Developing peer-support as a way of promoting the wellbeing of hard of hearing people.
9. Review and improve the administrative systems e.g. electronic and paper filing systems, data collection, record management. CfD uses a cloud-based database (Charity Log) for which training will be provided.
10. Greet visitors to the resource centre and provide demonstrations of a selection of assistive technology.
11. Work with the Equipment Service Team to provide content for the organisation's website and social media presence relevant to the Equipment Service, including the sharing of stories and information.

Living with Hearing Loss:

In 2020-21 CfD ran 4 sets of workshops called "Living with Hearing Loss". The workshops were for hard of hearing people and their partners, carers or close family members. Topics covered included "the emotional effects of hearing loss", "assistive technology" and "communication tactics". The workshops were delivered through zoom by a number of hard of hearing or Deaf tutors. Numbers of people attending were small, but participants were very enthusiastic about the sessions.

CfD now wants to repeat these workshops. Your role will be to:

- Support tutors to redevelop the sessions so they can be delivered face-to-face.
- Explore how the sessions should be delivered (on different days, all on one day etc).
- Market the workshops.
- Facilitate the delivery by chairing sessions and supporting the tutors.
- Produce reports after each set of workshops has been delivered, based on feedback from participants and the tutors.

Deaf in the Covid Aftermath

This project is a collaboration with Gloucestershire Deaf Association (GDA) and Deaf Studies Trust. Deaf in the Covid Aftermath is a research project that will collect information about the lives of Deaf people, particularly after the effects of Covid. The project aim is to understand the damage and changes that have happened to community life. For example,

the pandemic stopped deaf people's gatherings, reduced their person-to-person interaction and (damaged/reduced/limited) their access to information. The project will work to collect Deaf views from interviews and present an analysis that can be used to rebuild community life and set up new services. Your role will be to promote the project, find suitable people to interview and to carry out some of the interviews.

Deaf Heritage Project

This project is in the early stages of development with Deaf Studies Trust. The project aims to document and display the heritage of Deaf people in the Bristol area and the research work that was developed in Bristol. The project plans to recruit volunteers from the Deaf community to carry out the cataloguing process. Your role will be to:

- Develop the project and create a work plan in partnership with Deaf Studies Trust.
- Recruit and support volunteers to begin the cataloguing process.

To apply:

Please complete the CfD application form. You will be required to answer a small number of specific questions on the form. Previous applicants need not apply.

Please send your application to Rebekah Allen, Administrator, Email: office@cfid.org.uk by 12Noon on Friday 10th November 2023.

If you would like to discuss the role and the organisation, please contact Justin Smith, CEO, at office@cfid.org.uk in the first instance.

Interviews will be held on Tuesday 21st November 2023.