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**Job Title:**        **Operations & Marketing Manager (Equipment Service)**

**Location:**    **Bristol**

**Line Manager:**    **Director**

Centre for Deaf People (CfD) is a registered small-sized charity working to encourage integration and equality between deaf and hearing people in all areas of life. We currently provide an equipment service and we are also redeveloping the charity so we can provide Deaf and Hard of Hearing people with 21st century services.

CfD is seeking an **Operations and Marketing Manager (Equipment Service**). 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 our equipment service for Deaf and Hard of Hearing People. We welcome applications from people who have experience of working with or supporting deaf people and those with administrative/management and marketing experience who would like to use these skills in a new area.

**Equipment Service**

The Operations Manager will oversee the running of the Equipment Service, managing the two Technical Officers as well as the Resource Room. They will also be responsible for the marketing of the Equipment Service, working with the Director to develop a strategy for 6 months, a year, then 2-3 years.

The main responsibilities are:

**Job**

1. To manage, maintain, and improve the Equipment Service.
2. To line manage the Technical Officers.
3. Develop and implement a marketing strategy for the Equipment Service, including use of social media, the CfD website and presentations.
4. To produce equipment service reports in a timely manner.
5. To contribute to the overall development and promotion of CfD services in Bristol.

**Terms and Conditions:**

1. This is a part-time position of 20 hours a week (actual hours will be flexible and may be worked over 4-5 days.) Working hours will usually take place during our core working day of 10am – 4pm. Occasional evening and weekend work may be required.
2. Contract until March 31st. 2022 with a potential 3rd year extension to 2023, subject to funding.
3. Salary £26,000 - £28-000 pro rata. (Actual salary £13,867-£14,933)

**Main tasks:**

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 Technical Officers including conducting supervisions, and chairing staff meetings.
4. Develop and implement a marketing strategy for the Equipment Service so that the service expands to meet our new targets.
5. Monitor the Equipment Service email inbox, responding promptly to all customer related queries.
6. Keep records using CfD’s CharityLog database, electronic files and some paper records.
7. Produce regular reports and statistics on work done.
8. Monitor the service to make sure visits are made within our agreed timescale.
9. Work with the CEO on projects that involve Equipment Service users, such as the Voice and Influence project, to ensure they are running effectively.
10. Review and improve the administrative systems e.g. electronic and paper filing systems, data collection, record management. CfD uses a cloud-based database (CharityLog) for which training will be provided.
11. Greet visitors to the resource centre.
12. Assist the Director with managing the HR aspects of the Equipment Service e.g. maintaining the HR files for staff, ensuring all forms (sick leave, holiday requests, etc.) are signed and filed.
13. Assist the Director in developing and maintaining the key policies and procedures of the organisation as they effect the Equipment Service.
14. Work with the Equipment Service Team and the Social Media Officer to provide content for the organisation’s website and social media presence relevant to the Equipment Service, including the sharing of stories and information.
15. Participate in team meetings.
16. Attend conferences, training and other staff development opportunities.
17. Develop an agreed personal training plan and carry this out using internal and external training as required.
18. Adhere to and promote CfD’s policies and standards, especially the Equal Opportunities, Health and Safety and Total Communication policies.
19. Act as an ambassador for CfD promoting a positive and professional image and attitude at all time.
20. Support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.
21. Coordinate and manage own Access to Work support (if needed).

**Note:**

The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. It 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.

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| CRITERIA | ESSENTIAL | DESIRABLE |
| **Qualifications** | Educated to A-Level standard, including Maths and English GCSEs.  NVQ Level 2/3 in business administration or equivalent, or significant previous experience in administration. | Relevant professional qualification  A Marketing qualification or training. |
| **Knowledge, skills and experience** | Knowledge and understanding of the voluntary sector and sympathy with the objectives of CfD. |  |
| At least 2 years’ experience of working in Equipment or Administration Sector. | Experience of working with deaf and/or hard of hearing people |
| Experience of dealing with telephone calls and queries (through interpreter if required).  Pleasant telephone manner.  Some knowledge of specialist equipment for Deaf and Hard of Hearing people. | Experience of working closely with Service Users and explaining complex issues clearly |
| Experience of producing reports. | Understanding of the social model of disability |
| Experience of collating and inputting data onto databases. |  |
| Experience of Project Co-ordinating, delivering projects in a timely manner. | Experience of marketing  Experience of using social media and writing content for websites. |
| 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. | Experience of managing staff. |
| **Abilities** | Clear, concise and creative written communication skills appropriate to a range of documentation, with attention to detail. | Ability to write documents suitable for a range of audiences, including professionals and service-users. |
|  | Ability to deliver presentations to small and medium-sized audiences in an engaging manner. |  |