**Vacancy: Equipment Service Manager**

Hours: 27 – 37.5 hours a week (part-time/full-time). This post is permanent, subject

to funding being available.

Location: Fishponds, Bristol

Reports to: Chief Executive Officer (CEO)

Salary: £27,500 - £31,000 a year pro rata

Deadline: 12noon Friday 14th March 2025

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 a Manager to run our Equipment Service, contribute to 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 contribute to a portfolio of projects and support the CEO by managing staff and leading 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 Manager will oversee the running of the Equipment Service, managing the two Equipment Officers and the two CfD Administrators, as well as being responsible for the Resource Room. You will also be responsible for the marketing of the Equipment Service, developing the existing marketing strategy and implementing your new approach. This part of your role will take 20 hours a week.

The Manager will also be responsible for developing the Equipment Service so that we reach more people, make more use of Bluetooth technology and offer more support to existing clients. This part of your role will take 7 hours a week.

The role may develop to include spending some time as an Equipment Officer, visiting clients, making assessments and providing equipment to clients. Training will be provided for this part of the role.

**These parts of the role are core. All candidates will be asked to carry out these duties.**

Additional hours are also available to:

1. Work an additional 3 hours a week developing the Equipment Service
2. Work with other CfD staff to develop and run projects and support the CfD CEO. This work will be up to an additional day a week (7.5 hours a week)

**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://cfd.org.uk/bristol-join-up/living-with-hearing-loss-tablet-loan-and-workshops/>
* South Gloucestershire project – bringing Deaf and hard of hearing people together through monthly sessions with a focus on wellbeing. <https://cfd.org.uk/deafness-connects-us/>
* Community Development projects – these seek to build resilience, bring people together, and to make connections to their communities. <https://cfd.org.uk/deaf-people-together/>

**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 two Equipment Officers and the two CfD Administrators.
3. Develop and implement the current marketing strategy for the Equipment Service, including use of social media, the CfD website, outreach work 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. Work with the CfD Communications and Engagement Officer to develop the Equipment Service Newsletter so it becomes a CfD newsletter of interest to deaf people throughout Bristol and the surrounding counties.
6. Improve the Equipment Service website so that it becomes a resource for clients and professionals.

**Projects**

Tasks will include some of the following:

1. Manage contracts and support staff to manage their budgets across a number of projects.
2. Lead on using our database to produce high quality statistics on our work.
3. Support staff to ensure that CfD produces reports for funders to meet the required deadlines.
4. Contribute to 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**

Tasks will include some of the following:

1. Lead on HR, Health and Safety, Risk Management, GDPR compliance and good practice.
2. Deputise for the CEO at selected meetings and events, and to develop and maintain relationships with key external partners and agencies.
3. Work with the CEO to cost and implement new initiatives and service delivery opportunities.

**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 part/full-time position of 27- 37.5 hours a week. CfD’s core hours are 10am – 4pm. Occasional evening and weekend work may be required. Applications are welcome from candidates who wish to work for any number of hours between 27 and 37.5 (full-time). Part-time hours may be split across 4 or 5 days.
2. This is a permanent post, subject to availability of funding. Equipment Service funding from Bristol City Council is renewed every 3 years subject to CfD winning a competitive tender. The current service contract will run to the end of March 2026.
3. Salary £27,500 - £31,000 a year pro rata.

**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 and extracting information for monitoring (CfD uses a CRM system called “Charitylog”. Training will be provided for this system).
* Experience of delivering projects or services in a timely manner and to budget.
* 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.
* Ability to write clear and concise documents suitable for a range of audiences, including professionals and service-users.
* Understanding of the importance of evaluating a service.
* 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:**

* 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.

**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 pro rata per year
* 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 – Further Information:**

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 contracted to CfD by Bristol City Council. CfD has run the Equipment Service for Deaf and hard of hearing people for over 10 years. Our Equipment Officers make pre-arranged visits to the homes of Deaf, deafblind and hard of hearing people within the city of Bristol. We carry out assessments to find out what clients need and then supply the equipment (usually free of charge), provide training so clients know how to use it and support clients if they need repairs or replacement equipment. Every year we work with around 400 clients. The equipment we supply includes TV listening devices, flashing doorbells, amplified telephones and personal listeners. We are developing an outreach programme to try and reach as many deaf people in Bristol as we can. For more information see <https://cfd.org.uk/equipment-service/>

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 and the two CfD Administrators, 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 administrators to 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. Develop the Equipment Service by:
	1. Exploring how workshops on hearing loss can be used to support hard of hearing people.
	2. 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.
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.
12. Lead on reviewing and improving the Equipment Service website.

**To apply:**

Please complete the CfD application form. You will be required to answer a small number of specific questions on the form.

Please send your application to our administration team, email: office@cfd.org.uk by 12 Noon on Friday 14th March 2025.

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

Interviews will be held on Monday 24th March 2025.