

The Sheffield Royal Society for the Blind / Rotherham Sight & Sound

Job Description: Operations Manager

Hours: 37.5 hrs per week Monday to Friday 8:30am to 4:30pm, half hour lunch break. Some flexibility in terms of working hours may be considered.

Salary: £35,000

Background Information: **Sheffield Royal Society for the Blind (SRSB)** provides a range of services and facilities to support people with sight loss in Sheffield, including a residential care home (Cairn Home). We also support people with sight loss and/or hearing loss in Rotherham. Our services in Rotherham are delivered under the name of **Rotherham Sight & Sound (RSS)**. Our overarching aim is to promote people's independence through advice and subsequent referral to other services, both our own and other agencies.

General Information: Reporting to the CEO and working as part of a team of people dedicated to providing a high-quality Service for the visually impaired people of Sheffield and sensory impaired people of Rotherham. We are seeking a proactive and compassionate **Operations Manager** to oversee the smooth day-to-day running of our services across both centres. This pivotal role ensures that our frontline and standalone staff are supported, coordinated, empowered and motivated to deliver high-quality services to our clients. The Operations Manager will also act as the first point of contact for staff-related issues, providing initial HR guidance and support.

Duties & Responsibilities:

Staff Management & Leadership

- Line manage a diverse team including:
 - Frontline service staff
 - Business Support Officer
 - Receptionist
 - Technology Trainer
 - Equipment Advisor
 - Research and Development Officer
 - Life Ahead Project Co-ordinator
 - Befriending Services Co-ordinator
 - Café Staff
 - Cleaning staff
- Provide regular supervision, support, and performance reviews
- Foster a positive, inclusive, and collaborative working culture
- Ensure staff are trained, compliant, and aligned with organisational values

HR Support

- Act as the first point of contact for staff issues, concerns, and queries
- Provide initial guidance on HR matters including absence, conduct, performance, and wellbeing
- Support recruitment, onboarding, and induction processes
- Maintain accurate staff records and support compliance with employment policies
- Liaise with external HR advisors or senior leadership team on complex matters

Operational Oversight

- Ensure the effective day-to-day running of both centres
- Coordinate cover, and service continuity across sites
- Monitor service delivery standards and implement improvements
- Liaise with the CEO and senior leadership team to align operations with strategic goals

Facilities & Resource Management

- Oversee the maintenance, cleanliness, and safety of both centres
- Manage relationships with external contractors (eg.maintenance, stationery stock, external providers)
- Ensure compliance with health and safety regulations

Communication & Coordination

- Act as a key point of contact between departments and centres
- Support internal communications and ensure staff are informed and engaged
- Represent the organisation in local networks and partnerships as required

The list of specific duties and responsibilities is not exhaustive and a suitable candidate must be able to work flexibly assuming many different roles and responsibilities.

Person Specification:

Experience and Qualifications	Essential/Desirable
Proven experience in the charity or health and social care sector	Essential
Strong people management and leadership skills	Essential
Working knowledge of HR practices and employment policies	Essential
Excellent organisational and problem-solving abilities	Essential

Experience of producing written and electronic based reports	Essential
Ability to work across multiple sites and manage competing priorities	Essential
Commitment to own continuing professional development and attendance at further training	Essential
Skills/Attributes	Essential/Desirable
Adaptability, able to respond to a varied workload and different challenges	Essential
Ability to communicate clearly and effectively in a structured way with a range of individuals and organisations, both verbally and in writing	Essential
IT literate and competent in use of Microsoft Office software including Word, Excel and Outlook, or equivalent	Essential
Experience using CRM (database) software (this is Microsoft Dynamics)	Desirable
Ability to work on own initiative and liaise with colleagues as and when required	Essential
Ability to prioritise and manage own workload	Essential
Honest & trustworthy	Essential
You should have, or be able to develop, a good understanding of the needs of people with a sensory impairment	Essential
Due to the nature of our work, guide dogs and hearing support dogs will regularly be present. Hence, it is necessary that the successful applicant does not have any unmanageable allergies to dogs and does not object to them accompanying their owners	Essential

Qualities and Competencies	Essential/Desirable
Self-motivated	Essential
Personal commitment to equal opportunities and anti-discriminatory practices	Essential
Ability to motivate and support others	Essential
A good sense of humour	Essential
Conscientious and thorough in record keeping, data collection and data protection	Essential

Other Requirements	Essential/Desirable
Ability to travel for events such as training, forums etc	Essential
This post may require some very occasional UK travel and may include occasional overnight stays	Essential
Appointment is subject to an Enhanced DBS check and satisfactory references, including a reference from your current/most recent employer	Essential

All Staff are required to:

Understand and comply with all relevant legislation and **SRSB**'s policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the CEO any serious problems or areas of concern.

Work as part of a team for the benefit of our clients. Staff are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of **SRSB/RSS** as an independent charity for the provision of help, support and provision of services in various forms for the benefit of our clients.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

Benefits:

Life Assurance: All staff are covered under a life assurance policy for twice their annual salary. However, please note that this is not a contractual obligation and whilst we have no intention of removing this benefit the Charity in its sole and absolute discretion reserves the right to discontinue, vary or amend the scheme (including the level of your cover) at any time on reasonable notice to you.

Pension: You will be auto enrolled in **SRSB**'s staff pension scheme immediately subject to you meeting the relevant criteria in terms of age and earnings. If you are auto enrolled you will contribute 5% of your gross earnings (plus employer contribution 3%). If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution.

Holidays: Pro rata to full time equivalent of 23 days per annum plus 9 days statutory/customary holidays. Up to 3 days must be reserved for the Christmas/New Year shutdown. Additional holiday entitlement starts to accrue after 3 years' service. Our holiday year is 1st January to 31st December, holiday entitlement accruing pro-rata throughout the year.