



JOB PROFILE

Job Title: Resource Centre Manager

Hours: 30 hour – 32 hours per week over 4 or 5 days

Basis: Permanent

Salary: £30,000 - £32,000 subject to skills and experience

Location: Office based at Bridgehead House, 215 Barnett Wood Lane, Lower Ashted, Surrey, KT21 2DF

Reports to: Head of Charity Services

About the role:

Do you love making a real difference to people's lives?

We are looking for a practical, people-focused, kind and highly organised manager to lead our Resource Centre service, helping people who are blind, partially sighted, Deaf, hard of hearing and deafblind find the equipment, advice and support they need to live more independently.

No two days are the same. One moment you might be supporting your team or improving how the service runs, and the next helping someone discover equipment that transforms their confidence and independence.

This role would suit someone with experience in service delivery, operations, healthcare, community services, disability support, retail or customer-focused management. You might currently be a retail manager, service manager, operations lead, customer experience manager or a specialist practitioner looking for a rewarding leadership role with real purpose.

You'll lead a small team, oversee stock and supplier relationships, support excellent customer service and help shape the future of an important and growing service.



Experience of sensory loss or assistive technology is welcome, but not essential — we are looking for someone with strong people, operational and organisational skills who wants to make a difference.

What will you do:

Service Delivery & Development

- Lead the day-to-day running of the Resource Centre and equipment display area
- Ensure a high-quality, person-centred service that meets contractual and organisational requirements
- Support individuals to explore and access assistive equipment and technology options working alongside the Technology Team
- Deliver demonstrations, advice sessions and talks to clients, staff and community groups
- Contribute to the development of the service, including income generation opportunities

Equipment & Operations

- Oversee ordering, stock control, supplier relationships, repairs and maintenance
- Manage invoicing, cash handling and reporting processes
- Coordinate equipment provision and referrals with the Administrator
- Maintain accurate records and reporting using organisational systems
- Shape and develop an online shop for selected equipment.
- Undertake any other duties as appropriate to the role

Low Vision Services

- Support delivery of the Low Vision Service in partnership with Surrey and Sussex Hospitals and 4Sight Vision Support



- Ability to undertake low vision assessments (where/when appropriately qualified)
- Work closely with the Dispensing Optician to ensure high clinical standards

People Management

- Lead and support a small, friendly team, including the Administrator, Dispensing Optician and a small team of volunteers, creating a positive and collaborative working environment
- Provide regular supervision, guidance and annual appraisals, supporting people to develop confidence, skills and performance
- Help recruit, train and coordinate volunteers in supporting service delivery

Collaboration & Leadership

- Work closely with colleagues across the organisation, including the Assessment and Rehabilitation and Technology teams
- Build strong relationships with suppliers and sector partners
- Contribute to the wider Management Team and organisational development

Flexible Scope – Shaped Around You

We recognise that candidates may bring different strengths. This role can be developed further depending on your experience, for example:

1. greater focus on low vision assessments and service development
2. leading innovation in assistive technology and product development
3. expanding the commercial and income-generating aspects of the service.



Competencies, skills and qualifications required

Essential

Candidates may come from a range of backgrounds including retail, service delivery, operations, healthcare, adult social care, disability support, community services, customer service or assistive technology.

You will bring a combination of the following skills, experience and qualities:

- Experience leading, coordinating or supporting a service, team, retail environment or operational function
- Experience working in a person-centred environment, supporting people with a range of needs, including disability, health, wellbeing or customer support settings
- Strong organisational and administrative skills, with the ability to manage competing priorities and keep services running smoothly
- Experience managing stock, purchasing, supplier relationships, ordering processes or operational systems
- Confidence communicating with people in a warm, professional and approachable way, both one-to-one and in groups
- A practical, solutions-focused approach with the ability to understand needs and identify helpful, person-centred solutions
- Experience building positive working relationships with colleagues, volunteers, suppliers, partners or customers
- Financial awareness, including experience with invoicing, cash handling, purchasing, budgets or stock management
- Confidence using IT systems, databases, reporting tools or stock management systems
- A proactive, flexible and organised approach, with the ability to work independently and as part of a team



- A genuine commitment to improving independence, confidence and outcomes for the people we support

Desirable

It would be helpful, but not essential, if you also have experience in one or more of the following:

- Experience supporting, supervising or coordinating staff and/or volunteers
- Knowledge of equipment, assistive technology or practical solutions that support people with sight or hearing loss, or Deaf people
- Experience in sensory support, disability services, low vision, healthcare or rehabilitation services
- Qualified Dispensing Optician (GOC registered) or relevant professional qualification
- Experience undertaking low vision assessments
- Experience working with NHS, commissioned, voluntary or community services
- Experience managing, improving or developing a service, retail offer or customer experience
- Experience delivering training, demonstrations, talks or presentations
- Experience recruiting, supporting or coordinating volunteers
- Experience supporting income generation, retail activity or online sales
- Experience contributing to the development or management of an online shop or similar platform
- Ability and willingness to travel across East and West Surrey, including transporting equipment where needed



Physical Requirements

The role involves some regular lifting and handling of equipment and stock within the Resource Centre. We are committed to creating an inclusive working environment and welcome conversations about reasonable adjustments where appropriate.

Working Environment

This is primarily an office and service-based role at our Resource Centre in Ashted, with occasional travel to community venues, hospitals and other locations across East and West Surrey to support service delivery, demonstrations or equipment provision.

The role may involve transporting equipment between locations as part of supporting the people we work with.

Budget and Operational Responsibility

- Oversee stock purchasing, supplier ordering and stock control processes, working closely with the Head of Charity Services and Finance Team to ensure good value, availability of equipment and smooth day-to-day operations.
- Support the effective management, security and tracking of stock and equipment, working collaboratively with colleagues across the charity.
- Contribute to accurate stock records and support the annual stocktake process, working alongside colleagues and auditors as part of the charity's annual audit arrangements.



- Bring a practical, organised and customer-focused approach to balancing service quality, stock availability and operational efficiency.