



## **JOB PROFILE**

**Job Title:** Resource Centre Manager

**Hours:** 28 hour – 32 hours per week over 4 or 5 days

**Basis:** Permanent

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

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

**Reports to:** Head of Charity Services

**About the role:** This is an exciting opportunity for a Dispensing Optician, Sensory Equipment Specialist, or experienced practitioner with service management skills to lead and develop a well-established Resource Centre supporting people who are blind, partially sighted, Deaf, hard of hearing and deafblind.

You will play a central role in helping people access the right assistive equipment and technology to maintain independence and improve quality of life. Alongside managing day-to-day operations, there is scope to shape and grow the service based on your skills and our strategy for the charity.

### **Work Context:**

The majority of work is carried out at the centre, with occasional visits to community venues, hospitals and other locations across Surrey.

The role works closely with all departments within the charity to ensure that appropriate equipment is available to support the independence and wellbeing of the people the organisation serves.

This role and wider team provides a vital service to the charity, supporting both contracted services and privately purchased equipment provision.

### **Who We're Looking For**



We welcome applications from individuals with experience in low vision, sensory support, work with the Deaf community, or hearing loss specialists including:

- Qualified Dispensing Opticians
- Sensory Equipment Specialists / Practitioners
- Individuals with relevant experience in vision or hearing support services and/or the Deaf community

You will also bring:

- Strong people and service management skills
- Outstanding organisational skills
- A person-centred and empathetic approach
- Confidence in advising on equipment and solutions
- Experience of working collaboratively within a team
- The ability to develop and improve services
- An ability to embrace change

**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
- Lead the planning, development and management of an online shop and self-help resources for appropriate equipment
- 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

### **Low Vision Services**

- Support delivery of the Low Vision Service in partnership with Surrey and Sussex Hospitals and 4Sight Vision Support
- Undertake low vision assessments (where appropriately qualified)
- Work closely with the Dispensing Optician to ensure high clinical standards

### **People Management**

- Line manage the Administrator, Dispensing Optician and volunteers
- Provide regular supervision, support and annual appraisals
- Recruit, train and coordinate volunteers to support service delivery

### **Collaboration & Leadership**

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

### **General**

- Undertake any other duties agreed by your line manager
- Maintain accurate records and reporting using organisational systems
- Follow organisational policies and procedures



## **Competencies, skills and qualifications required**

### **Essential**

- Experience in low vision, sensory support, Deaf services, hard of hearing support, assistive technology or similar
- Knowledge of equipment for people with visual impairment and/or hearing loss and/or Deafness
- Experience working directly with people with a disability
- Excellent organisational and administrative skills
- Experience coordinating services, projects or operations
- Ability to assess needs and provide practical, person-centred solutions
- Confident communication skills (1:1 and group settings)
- Ability to build positive working relationships
- Experience with stock control, ordering or supplier liaison
- Financial awareness (invoicing, cash handling, budgets)
- Ability to manage workload and prioritise effectively
- Experience supporting or supervising staff and/or volunteers
- Competent IT skills (databases, stock control records, reporting systems)
- Proactive, flexible and able to work independently
- Commitment to improving outcomes for the people we support

### **Desirable**

- Qualified Dispensing Optician (GOC registered) or relevant qualification
- Experience undertaking low vision assessments
- Experience undertaking specialist equipment assessments for people who are hard of hearing or Deaf
- Experience working with NHS or Local Authority commissioned services
- Experience in the voluntary or community sector
- Experience managing or developing a service
- Experience delivering training, demonstrations or presentations



- Experience working with volunteers
- Experience developing income streams or retail offers
- Experience managing an online or in-person shop or similar
- Ability to travel across the whole of Surrey with equipment when required

### **Physical Requirements**

The role involves regular lifting and handling of equipment and stock within the centre.

### **Working Environment**

This is primarily an office-based role with travel to locations across the whole of Surrey as and when needed which would include transporting equipment.

### **Budget Responsibility**

Responsible for stock purchasing and stock control budgets in liaison with the Head of Charity Services and the Finance Department.

Responsible for managing stock security and tracking, working with managers across the charity as applicable.

Responsible for working with the charity auditors to support the annual stocktake as part of the annual audit.