**Job Title: Operations Support Lead**

**Team**: Disability North Service Team  
**Responsible to**: Chief Executive Officer  
**Working Hours**: 35 hours per week

**Salary**: £27,032  
**Location**: The Dene Centre, Gosforth.

**About Disability North**

Disability North promotes choice control and independence, championing the rights of disabled people and providing advice and support to enable disabled people and older people to live the lives they choose. We believe in equity, diversity, and inclusion, where everyone can bring their uniqueness to the table. Our work is driven by passion, determination, and excellence, and we work collaboratively with empathy and integrity to meet the needs of our community.

**Purpose**

To provide operational and systems support to the Chief Exec and Senior Management Team. Keep Disability North running smoothly day-to-day whilst supporting development, including the exciting centre refurbishment programme.

The post will line manage our two receptionists ensuring high standards and processes. Support the training and development team to identify and deliver new opportunities and provide admin support to the Chief Exec in compiling relevant information for funding bids and reports and ensuring compliance and good governance systems.

**Key Responsibilities**

**1) Operations Management**

* Building operations – maintaining room booking systems, liaising with tenants, suppliers, utilities.
* Supporting the Finance Officer with service contracts.
* Supporting Health and Safety Lead with risk assessments, health and safety compliance and record keeping.
* Maintain accurate records across the organisation relating to recruitment, training, feedback and policies
* Develop effective communication systems, ensuring compliance with UKGDPR, use of social media, newsletter and mailing lists.

**2) Centre Development & Refurbishment**

* Supporting the project management of the staged refurbishment, obtaining quotes, communicating with suppliers and contractors, schedule of works.
* Stakeholder communications
* Secure permits/approvals as needed

**3) Opportunity Development & Income**

* Identify new opportunities and partnerships and support the creation of initial business cases and pricing.
* Work across teams to promote and market services, using social media, website develop organisational newsletter and contribute to external newsletters where appropriate.

**4) Governance & Company Secretariat (support)**

* Plan Board/committee cycles, prepare packs, minute meetings, ensure follow up on any actions.
* Support with recruitment and trustee induction
* Keep policy review schedule up to date and ensure compliance
* Admin support to Chief Exec to pull together annual reports and impact statements

**5) Funding & Reporting**

* Research small/medium grants/funding keeping an up to date calendar of deadlines
* Support with gathering information for timely funder reports.
* Produce succinct progress reports

**6) Representation & Meetings**

* Attend external meetings with/for CEO as appropriate

**7) Culture, Inclusion & Safeguarding**

* Champion accessibility and inclusive practice
* Model Disability North values
* Ensure welcoming and inclusive environment

**Person Specification**

**Values and Approach**

* Strong commitment to inclusion, equity, and diversity, underpinned by the to the social model of disability.
* Strong commitment to promoting social inclusion and improving the health and wellbeing of disabled people.
* Understanding and commitment to person-centred working, and the importance of independence choice and control.
* Passion for inclusion, equity and diversity. Allowing everyone’s voices and unique skills to be seen and heard.
* Empathy, patience, and understanding when working alongside people.
* To work with empathy, integrity and as part of a team. Ensuring excellence, and determination in the role.

**Essential Knowledge, Skills and Experience**

* Experience of coordinating projects or strong administrative support
* Confident governance admin: board packs, minutes, action tracking, calendar.
* Clear, concise writer, good numeracy and Excel/Sheets and IT skills.
* Strong customer service skills
* Excellent communicator
* Proactive, organised, able to prioritise and hit deadlines in a changing environment.
* Passion for developing systems, identifying new opportunities and community development

**Desirable, Knowledge, Skills and Experience**

* Charity sector experience; familiarity with Charity Commission
* Line Management experience
* Lived experience of disability or close allyship.
* Creativity – ability to use a range of digital tools such as Canva, Tik Tok and social media platforms.