



Job Description

Title of Post:	Operations Support Assistant
Location:	VisionPK Sensory Hub George Street Perth
Reports to:	Operations Support Manager
Salary:	£22,635 - £23,498
Hours:	34.5 (Full Time)

Job Summary:

VisionPK is an exciting and growing charity, recently opening our new Sensory Hub in the heart of Perth. We provide specialist services for people with sight and hearing loss living within the Perth and Kinross local authority area.

We are seeking a proactive and organised Operations Support Assistant to join our dynamic team. The successful candidate will be responsible for providing essential support in various operational areas, including daily reception duties, equipment procurement, administration tasks, health and safety compliance, and liaising with service users and suppliers, both over the phone and in person. The role also involves assisting the Operations Support Manager in day-to-day tasks to ensure smooth business operations.

Key Responsibilities:

Reception and Customer Service:

- Serve as the first point of contact for visitors and clients, ensuring a professional and welcoming environment.
- Handle incoming calls, emails, and correspondence, directing them appropriately.
- Address inquiries and provide accurate information about VisionPK services.
- Develop knowledge of other services for signposting and referring as required.
- Develop knowledge and understanding of aids and equipment available for people with a sensory impairment in order to be able to effectively demonstrate/issue/sell simple aids and equipment to sensory impaired people.
- Update client database and create / maintain records as required.

Equipment and Supply Management:

- Coordinate the ordering, tracking and distribution of stock, supplies, sensory aids and equipment and process orders and sales of these as required
- Maintain accurate inventory records and ensure timely replenishment.

Health and Safety Compliance:

- Support the implementation and monitoring of health and safety policies and procedures.
- Assist in reporting and resolving health and safety incidents.

Operations Support:

- Assist the Operations Support Manager with administrative tasks and project coordination.
- Support scheduling, meeting arrangements, and documentation management.
- Collaborate with internal teams to ensure operational efficiency.
- Support with preparation and distribution of quarterly newsletter.

Supplier and Customer Relations:

- Establish and maintain strong relationships with suppliers, ensuring high-quality service.
- Coordinate with customers to manage orders, deliveries, and resolve issues promptly.
- Handle invoicing, payment follow-ups, and ensure accurate record-keeping.

General Responsibilities:

Every employee at VisionPK is required to:

- Adhere to, and comply with, organisational policies, procedures and guidelines at all times and to contribute to reviewing these when appropriate.
- Take all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, and the General Data Protection Regulations.
- Respect the confidentiality and privacy of donors, volunteers, service users and staff at all times.
- To undertake such other duties appropriate to the level of the post as may be reasonably required to meet changing needs of the organisation. This may involve occasionally assisting with work normally undertaken by other members of staff where this is required on an exceptional basis because of unforeseen absences or extraordinary volumes of work.

- To support a culture of continuous improvement and equality in the provision of services.
- Maintain a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves.
- Attend and contribute to team meetings and 'away days' and be an active, invested member of our team.
- Ability and willingness to travel throughout Perth and Kinross to attend charity fundraising events and outreach services.
- Able to work flexibly to meet the needs of service users and carers.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation

Person Specification: Operations Support Assistant

Criteria	Essential	Desirable
Qualifications / Professional Training:	HNC Administration, equivalent qualification or equivalent demonstrable experience	
Relevant Experience	<p>Previous experience in operations, administration, or a similar support role.</p> <p>Competent at IT, use of Microsoft programmes and databases for recording activity.</p> <p>Problem solving and finding creative solutions.</p> <p>Experience of GDPR / Confidentiality compliance.</p>	Ability to communicate with people who are deaf or have hearing loss, e.g. BSL
Skills and Competencies	Strong organisational and multitasking abilities.	Familiarity with health and safety regulations

	<p>Excellent interpersonal and communication skills.</p> <p>Ability to work independently and as part of a collaborative team.</p> <p>Ability to provide empathy and sensitivity to the needs of individuals with sensory loss.</p> <p>An aptitude for understanding adaptive equipment.</p> <p>Positive attitude and customer-focused mindset.</p> <p>Strong work ethic and reliability.</p>	
<p>Other Requirements</p>	<p>Willing to join the PVG scheme.</p> <p>All candidates must have the right to work in the UK. This includes holding a valid visa that permits employment. Evidence of this eligibility will be required prior to the commencement of employment</p> <p>Hours of work Monday Thursday 9-5pm Friday 9am-4.30pm 1 hour lunch per day.</p>	

VisionPK is the operating name of Perth & Kinross Society for the Blind Scottish Charity Number SC001152