



Job Title: Operations Support Assistant

Location: VisionPK Sensory Hub, George Street, Perth

Reports to: Operations Support Manager

Salary: £22,635 - £23,498

Hours: 34.5 hours per week over 5 days

About Us:

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 currently recruiting 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.

The Role

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.
- 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.

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

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.

About You

- Previous experience in operations, administration, or a similar support role.
- Competent at IT, use of Microsoft programmes and databases for recording activity.
- Experience of GDPR / Confidentiality compliance
- Strong organisational skills and the ability to manage multiple projects simultaneously.
- A proactive, collaborative, and compassionate individual who is passionate about making a positive difference.
- Strong work ethic and reliability.

Why Join Us

- Be part of an exciting time as we grow and develop our newly opened Sensory Hub in Perth.
- Make a real difference in the lives of people with sensory loss.
- Join a supportive and fun team that values hard work and collaboration.
- A supportive and collaborative working environment.
- 35 days A/L (including public/bank holidays)
- Birthday day off
- Christmas Eve off and office is closed over Christmas and New Year.

How to Apply:

If you're passionate about making a positive impact, we'd love to hear from you. Please read the [candidate pack](#) and complete the application form, closing date Friday 7th November 2025, interviews to be held on Friday 14th November 2025.

If you would like an informal conversation prior to applying for the post please contact 01738 626 969 and ask to speak to Leanne Scobie Operations Support Manager.

This is an exciting opportunity to be part of a dynamic charity making a real difference in people's lives. Join us at VisionPK and help create a more inclusive community