

More about the role



Operations Manager

Part-time, 6-month contract

Why we are recruiting now

Due to a change in personnel, the role of part-time operations manager has been created to focus on two key projects: Finalising and launching our brand-new accessible website, and embedding Salesforce across our team. Over the past year, the operations responsibilities have been covered by two staff members who completed the equivalent of 14 hours work between them (in addition to their other roles). One has relocated abroad and the other has taken up an engagement and communications position in another disability charity.

About you

We are looking for a highly organised and experienced operations manager to join us for a 6-month contract. This role will focus on embedding and optimising our use of Salesforce, and finalising and launching our newly redesigned accessible website. You'll be expected to bring technical knowledge, project management skills, and a commitment to accessibility and equality.

We're seeking someone with proven experience in implementing or optimising digital systems like CRMs and websites. You'll need a solid understanding of accessibility, data handling, and inclusive design, along with the ability to deliver training and facilitate feedback. We need an excellent communicator who's confident working across teams and is aligned with Real's mission and values.

Person Specification

Essential Experience and Skills

- **Project Management:** Proven ability to lead and deliver digital or operational projects independently and on time.
- **CRM Systems (Salesforce preferred):** Strong understanding of CRM functionality, data management, and user training. Able to audit, optimise, and implement improvements.
- **Website Design and Accessibility:** Experience supporting website development or relaunches, with knowledge of accessibility standards (e.g., WCAG), user experience, and content management.
- **Training and Facilitation:** Confident in delivering tailored training and creating user-friendly guidance for diverse teams.
- **Data Handling:** Competent in managing data migration, cleaning, mapping, and reporting with accuracy and care.

Knowledge and Understanding

- **Accessibility and Inclusion:** Awareness of accessible and inclusive design principles, especially relating to digital platforms and communications.
- **Social Model of Disability:** A strong commitment to the social model and human rights approach to disability, and equal rights for all Disabled people.
- **Organisational Systems:** Understanding of how digital systems can support team projects, evaluation and monitoring, and operational efficiency.

Personal Attributes

- **Collaborative:** A team player who can work across departments and support shared goals.
- **Adaptable and Self-Motivated:** Able to work independently, adapt to changing needs, and take initiative in problem-solving.
- **Excellent Communicator:** Clear, concise and inclusive in both written and verbal communication.
- **Attention to Detail:** Organised and meticulous, especially when dealing with data, user needs, or accessibility requirements.
- **Aligned with Real's Values:** Passionate about inclusion, accessibility, equality.

How will the part-time arrangements work?

We are flexible about how the 14 hours are worked across the week. We acknowledge that some candidates may want to work fewer days with more hours, whereas others might want to spread the hours across more days. We will discuss your preferences during the recruitment process.

Please use the application form to request any reasonable adjustments you may need during the interview and selection process. Or, if you would like to have an informal chat about the role and any support you might need before making an application, please contact Ellen Kennedy, the Head of Programmes, via email at Ellen.Kennedy@real.org.uk or telephone reception at 020 7001 2170.