

Job Description



Operations Manager (6-Month Contract, Part-Time)

Job Title:

Operations Manager

Contract Duration:

6 months, part-time (14 hours per week)

Responsible to:

Chair of Trustees

Location:

Tower Hamlets (with remote or hybrid working options)

This is fixed-term contract for an operations manager who will be required to embed and optimise our use of Salesforce, and finalise and launch Real's newly redesigned, accessible website. This role demands a professional approach and advanced technical knowledge and project management skills and a solid understanding of accessibility, data handling, and inclusive design, along with the ability to deliver training and facilitate feedback.

Key Responsibilities:

1. Salesforce Implementation and Optimisation

You will lead the refinement and consistent use of our Salesforce CRM system, working closely with staff to understand current usage, identify gaps, and improve functionality. This includes managing data clean-up, introducing new workflows or dashboards where helpful, training team members, and aligning Salesforce with our reporting and impact measurement needs. Your work will ensure the system supports day-to-day operations and our longer-term goals.

Priorities for the 6-month contract:

- Lead the implementation of a Salesforce Improvement Plan across all teams.
- Audit current usage and staff needs to enhance usability and functionality.
- Design and implement CRM structures that reflect Real's values, processes and reporting needs.
- Coordinate data migration, clean-up, and system automation to streamline workflows.
- Ensure role-based access and data security align with team structures.
- Align Salesforce outputs with our Evaluation and Impact Plan.

2. Staff Training

The operations manager will have overall responsibility for building confidence and consistency in using Salesforce across all teams.

Priorities for the 6-month contract:

- Deliver targeted training and develop ongoing support tools for staff.
- Develop easy-to-follow training guides for all staff.
- Train the new Office Administrator in essential Salesforce maintenance and processes to ensure a consistent service continues after this contract ends.

3. Website Finalisation and Launch

The operations manager is responsible for the completion of our accessible website project, ensuring the visual design, content, and functionality meet both accessibility standards and the diverse needs of our audience. This includes coordinating content creation, supporting testing across different devices, and preparing the team to manage the site confidently post-launch. The Operations Manager plays a key role in organising the launch and promoting the website effectively.

Priorities for the 6-month contract:

- Achieve full accessibility compliance.
- Launch a site that is easy to maintain and update independently by staff.
- Engage stakeholders meaningfully in the final design and launch.

4. Contributing to Real's Core Aims and Objectives

Adopt and promote the social model of disability. Work within the policies and procedures of the organisation. Support other projects and initiatives as appropriate.

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 objectives of the organisation.

Job description approved by: **Date:**

Employee Signed: **Date:**

Line Manager Signed: **Date:**