



Recruitment Pack

Join our dynamic team
Make a lasting impact
Change lives



**Together
Dementia
Support**

Living positively together
with Dementia

Registered Charity #1180628

Role Description

Operations & Data Manager



Background information

Together Dementia Support (TDS) is now 10 years old, and thanks to the National Lottery Reaching Communities Fund, and multiple trusts and foundations, we have developed from a small group of volunteers to a professional charity with 13 staff, 96 volunteers, and a turnover of £494,000.



In 2024 we worked with almost 1,000 people; those living with dementia (PLWD) and unpaid family carers. We have pioneered specialist community dementia support services and developed an enormous amount of experience of how to make meaningful moments, and sustainable caring accessible to our diverse Manchester communities. Take a look at our website to see how busy we are: www.togetherdementiasupport.org

Although there are many advances in medical research there is no cure for dementia and little in the way of interventions from the NHS. The 200 hundred plus variants of the disease – from Alzheimer’s to Vascular, Lewy Body, Frontotemporal, and mixed dementia - continue to impact on thousands of families per annum. In the next year there will be 3,000 people with a confirmed diagnosis in Manchester alone. Unpaid carers continue to struggle with little meaningful support available from local social services and other sources. We have worked hard to develop excellent relationships with our many service users; some of them refer to “the TDS family” and we remain committed to improving services for them and with them.

TDS has reached a critical moment in its development, having recently secured our third Reaching Communities award from the National Lottery allowing us to feel more confident about our future prospects. But, we now need more leadership capacity and someone who is happy to lead on all internal processes and services including technology facing issues including user and donor data management. We would welcome applicants who are ready to step up and seeking an opportunity to develop their management and leadership skills whilst making a real contribution to our local communities.

Despite the challenging funding climate, TDS wish to grow so that we can support more people impacted by dementia for as long as we are needed. We hope you will be inspired to join us, and play a key role in our dedicated team, and future.

Kind Regards,
Sally Ferris, CEO



Together Dementia Support

Living better
together with
Dementia

Our Mission Statement: To deliver a holistic and high-quality range of services that support and promote living well with dementia in our local communities

Aims

To amplify the voice of people living with dementia and carers, and showcase their talents, enabling them to participate in research and influence the provision of dementia services and care in Manchester and beyond.

To work with our partners, using our collective expertise to improve services and support for people living with dementia and their carers.

To improve the quality of life for people living with dementia and their carers in Manchester and Trafford, through the provision of high quality activities and advice, opportunities for friendship and peer support.

To increase awareness and understanding of dementia and reduce stigma, through information provision, training and developing a community of volunteers.

Values

We collaborate to increase our impact

We are inclusive and accessible

We listen, learn and co-create services with people living with Dementia and their carers

Our services are high quality, creative and innovative

We are committed to the people with whom we work

Role Description

Operations & Data Manager



Job Title:	Operations & Data Manager
Reporting to:	CEO – Sally Ferris
Responsible for:	Office Administrator and volunteers, Finance Officer
Contract:	Permanent
Probation Period:	6 months
Hours:	35 hrs pw
Annual Leave:	25 days plus bank holidays (3 additional days after 3 years)
Location:	The Kath Locke Centre, 123 Moss Lane East, Moss Side, M15 5DD.
Salary:	£32,750 - £35,250 depending on experience
Overall Purpose:	To assist the CEO in leading the charity as it grows and matures, ensuring efficient internal working, strong demonstration of impact and a high-performing team.

Position Overview

We are seeking an experienced Operations and Data Manager to join our medium-sized Manchester charity. We are passionate about making life better for people affected by dementia, a growing social issue in the UK. We are an innovative, and collaborative charity striving to work in partnership with our members and their carers to ensure their voices are heard and enabling peer support and empowerment.

This key role combines operational oversight of our processes, people and technology with a focus on our data management and controls to help us better serve our community of interest and drive decision-making, improve internal processes, and demonstrate our impact as needed. The successful candidate will be a strong team player with leadership skills and will play a crucial role in guiding the organisation, with the opportunity to progress further if desired.

Key Responsibilities

Operations Management

- Oversee day-to-day operations of the charity, ensuring smooth running of our CRM and administrative systems and processes
- Manage office facilities and equipment, including technology systems, phones and user and donor database standards and controls
- Manage aspects of office and staff/volunteer Health & Safety, including the charity's minibuses and service user transport
- Update and implement operational and HR policies and procedures

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- Support the CEO and board of trustees with role related governance matters, including risk management and contract and grant compliance
- Manage assigned operational budget and monitor expenditure and approvals as needed

Data Management and control

- Lead on the collection, analysis, and reporting of service user data and impact metrics
- Maintain and improve our CRM system and reporting
- Ensure compliance with GDPR and data protection regulations
- Produce regular reports for trustees, funders, and stakeholders
- Develop data visualization tools to communicate our impact effectively
- Support funding applications with relevant data and analysis

Team Coordination

- Supervise non-service delivery staff and volunteers
- Coordinate with Service Delivery Manager to ensure efficient operations
- Facilitate internal communication and information sharing
- Support staff induction, training and development in data management and I.T. use

Person Specification

Essential Qualifications

- Education to degree level
- Minimum 2 years' experience in operations management in non-profit sector
- Proven skills and competency in operational data analysis and management information/reporting
- Mature IT skills, including advanced Excel and Customer Relationship Management (CRM) (we use Beacon CRM)

Essential Skills and Experience

- Knowledge and understanding of charity governance and regulatory requirements
- Effective analytical and problem-solving abilities able to develop solutions
- Excellent organizational and time management skills
- Understanding of General Data Protection Regulation (GDPR) and data protection controls and principles
- Proven ability to manage competing priorities and deadlines working within a team
- Good presentation, communication and interpersonal skills
- Experience in producing operational management dashboards, reports and summaries
- CRM systems and data management tools ownership and control

Desirable Skills, Experience and Qualities

- Leadership within the non-profit / charity sector (within a team)
- Knowledge of dementia care and support services and gaps in provision
- Experience with operational and service impact measurement and reporting
- Project management qualifications and or demonstrable skills
- Skilled volunteer management for large groups
- Skills and desire to support our fundraising and grant management

Personal Qualities

- Empathetic approach and understanding of sensitive issues impacting our team and users
- Strong commitment to supporting people and carers affected by dementia

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Operations & Data Manager



- Proactive and solution-focused mindset
- Ability to work independently and collaboratively as part of a team
- Flexible and adaptable approach to building successful outcomes for all
- Strong ethical principles and integrity

Additional Benefits

- 3% contribution to pension scheme
- Employee Assistance Programme
- 3 staff wellbeing days per annum
- Flexible working options available (commutable to our offices)
- Hybrid working options based on min 3 days per week on site (post- induction phase)

How to Apply

Please send your CV and a covering letter outlining how you meet the person specification to:
admin@togetherdementiasupport.org

We are committed to equal opportunities and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

If you would like to discuss this role informally with the CEO, please get in touch via:
admin@togetherdementiasupport.org to arrange a site visit or 1-1 phone call.

Closing date: midday 14/02/25

Interview date: 21/02/25

Thank you

Thank you for your interest in joining our team here at Together Dementia Support. We hope to hear from you soon!