

## **Operations Manager**

**Organisation:** Autism Independence

**Programmes:** Shout! – Transitions to Adulthood; Roadmap to Independence; NHS Health Navigator

**Location:** Bristol (office-based)

**Hours:** Part-time (exact hours to be agreed)

**Contract:** Fixed-term (subject to funding)

## **About Autism Independence**

Autism Independence was established in 2013 to support families from ethnically diverse communities in Bristol who have an autistic young person and/or a learning disability.

Our vision is to educate and empower autistic people and people with a learning disability, as well as their families, while challenging taboos and stigma around disability. We specialise in supporting families whose first language is not English to access mainstream health, social care and education services through culturally competent, tailored advice and advocacy.

### **Our work includes:**

- Overcoming language barriers
- Running support groups
- Supporting families through the Education, Health and Care Plan (EHCP) process
- Providing targeted Transition to Adulthood support
- Creating spaces where children, young people and parents thrive, connect and build community
- Raising awareness of the learning disability register and annual health checks for people with a learning disability from ethnically diverse communities.

*(Please note this is not an exhaustive list of our services.)*

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## **Role Purpose**

The Operations Manager will provide strategic and operational oversight across Autism Independence's core delivery programmes, including:

- **Shout! (Transitions to Adulthood)**, funded through this grant
- **Roadmap to Independence**
- **NHS Health Navigator project**

This is a senior, operational leadership role within a VCSE organisation. The post-holder will ensure that programmes are well-governed, well-managed, compliant, and sustainable, enabling frontline staff to deliver high-quality, person-led support to autistic people, people with a learning disability and their families.

The Operations Manager will be responsible for translating organisational strategy and funding commitments into effective day-to-day systems, processes and delivery oversight, ensuring that work aligns with values, safeguarding responsibilities and funder requirements.

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## **Key Responsibilities**

### **1. Programme Oversight and Delivery**

- Provide operational oversight across multiple funded programmes, ensuring delivery is aligned with funding agreements, outcomes and timelines.
- Support programme planning, coordination and problem-solving across projects.
- Ensure that delivery models remain person-led, culturally competent and grounded in Autism Independence's values.
- Monitor delivery risks and implement mitigation strategies where needed.

### **2. Staff Management and Support**

- Provide line management and support to project staff, including youth outreach, advocacy and health navigation roles.
- Ensure staff receive regular supervision, reflective practice and appropriate training.
- Support staff wellbeing and workload management, recognising the emotional demands of frontline work.

### **3. Operations, Systems and Compliance**

- Oversee operational systems including policies, procedures, data management and record keeping.
- Ensure compliance with safeguarding, health and safety, GDPR and other relevant regulatory requirements.

- Maintain effective processes for referrals, case management, monitoring and reporting.

#### **4. Safeguarding Leadership**

- Act as a safeguarding lead or deputy (depending on experience), ensuring safeguarding policies and procedures are implemented consistently across all projects.
- Support staff to identify, respond to and report safeguarding concerns appropriately.
- Ensure safeguarding learning is embedded into practice and supervision.

#### **5. Monitoring, Evaluation and Reporting**

- Oversee the collection and quality of monitoring and evaluation data across programmes.
- Ensure reporting requirements for funders and partners are met accurately and on time.
- Use data and learning to inform service improvement and organisational development.

#### **6. Partnership Working and Representation**

- Work collaboratively with external partners, including the NHS, local authorities, VCSE organisations and community groups.
- Represent Autism Independence operationally in partnership meetings where appropriate.
- Support strong relationships that enhance outcomes for the people the organisation works with.

#### **7. Organisational Development and Sustainability**

- Contribute to organisational strategy, service development and continuous improvement.
- Support the Director with funding compliance, audits and operational readiness for growth.
- Help strengthen organisational resilience and infrastructure as services expand.

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### **Person Specification**

#### **Essential**

- Significant experience in an operations, service management or programme management role within a VCSE, public sector or community organisation.
- Strong understanding of safeguarding responsibilities when working with children, young people and adults at risk.

- Experience of managing staff and supporting frontline delivery teams.
- Strong organisational skills with the ability to manage multiple programmes and priorities.
- Knowledge of good governance, compliance and quality assurance in funded services.
- Excellent communication skills and ability to build effective working relationships.
- Commitment to equality, diversity, inclusion and culturally competent practice.

### **Desirable**

- Experience working within autism, learning disability, SEND or health-related services.
- Experience of working with NHS or local authority-funded programmes.
- Understanding of co-production and person-led service models.
- Lived experience of disability, neurodivergence or caring.

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### **Safeguarding and Safer Recruitment**

Autism Independence is committed to safeguarding and promoting the welfare of children, young people and adults at risk.

- This role is subject to a **DBS check**.
- The successful candidate will be expected to complete safeguarding training and uphold organisational safeguarding policies and procedures.

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### **Equality, Diversity and Inclusion**

Autism Independence is an equal opportunities employer. We welcome applications from all sections of the community and actively encourage applications from people with lived experience of autism, learning disability, neurodivergence, caring responsibilities and from under-represented communities.

We are committed to building an inclusive organisation where everyone feels respected, valued and supported.

- 22.5 hours per week

- Annual Salary of £22,230 per annum/ £19 per hour (22.5 hours per week; equivalent to £37,000 FTE) in Year 1, with a salary increase in line with inflation in Years 2, 3 and 4
- Flexible Working Hours with occasional weekend work
- Working from the office
- Training and supervision provided
- Holidays and pension contributions
- Closing Date: Friday 12<sup>th</sup> June 2026
- Interview Date: date to be confirmed
- Start Date: date to be confirmed