



Business & Operations Manager

Thank you for your interest in joining the MSDP team...

Are you an inspiring leader with a passion for people, purpose, and operational excellence? MSDP is looking for a Business & Operations Manager to help shape the future of our charity; supporting people who are deaf, hard of hearing, and their families. This is more than just a job — it's an opportunity to change lives, lead dedicated teams, and develop your own professional skill set while making a real difference to deaf and hard of hearing communities.

We are a charity with a long history and can trace our roots back to 1864 making us one of the oldest d/Deaf charities in the country. Our communities are central to our services and as a result we are an important part of

the d/Deaf and hard of hearing community in Merseyside. Being part of the MSDP team is hugely rewarding, and what makes us different from other charities is our culture and specialisms. Most of our staff team are Deaf and we have frontline staff who are able to communicate in British Sign Language and Deaf-Blind Manual/Hands on. New staff will benefit from learning about deafness, the inequalities that exist in access to mainstream services and the impact of those barriers on our beneficiaries.

Our meetings are fully accessible so we welcome people from across the d/Deaf and hearing communities to apply.



Joanne Parr
Chief Executive Officer



Elaine McDonald
Chair of Trustees

Being Deaf in Merseyside

There are 11 million Deaf or hard of hearing people in the UK, and 70,000 British Sign Language (BSL) users. Many Deaf people don't view their hearing impairment as a disability and they are proud to be part of a community with such a rich cultural heritage.

However, Deaf people in the UK are at a huge disadvantage compared to the hearing population, and this disadvantage starts at a young age. The vast majority of d/Deaf children have parents who are able to hear, and as many parents do not learn BSL this can make communication very difficult.

This problem is exacerbated by a lack of support within the school system, the consequence of which is a big gap in educational attainment between Deaf and hearing children.

For most Deaf people, BSL is their first language and as such it can be a challenge to engage with written English. This means that there is a huge amount of information that is just not available to Deaf people, which impacts all aspects of their lives.

For example, navigating the benefits system, dealing with utility companies and getting financial advice can be extremely challenging as these services are rarely accessible in BSL. Moreover, a general lack of deaf awareness amongst the general public can also mean that Deaf people feel socially isolated and marginalised.

This is the reality for many Deaf people in Merseyside and across the UK. At MSDP we do not think this is acceptable and we are devoted to helping Deaf, Deaf-Blind and Hard of Hearing people achieve a full, active and influencing role in mainstream society.

Membership of
the **MSDP**
Deaf & hard
of hearing
social clubs

450

**British Sign
Language**
users aged 16+

data from ONS 2011
and GP Survey 2023

350

Respondents ONS 2011

0.34%

Average BSL users
in Merseyside
GP Survey 2023

People in Merseyside
predicted to have a
moderate or severe
hearing impairment
by **2030**

Age 18-64

83,500

5,096

data from pansi.org.uk

Age 64+

199,070

26,325

data from poppi.org.uk

Some
hearing
loss

Severe
hearing
loss

A brief history of MSDP

MSDP can trace its routes all the way back to 1864 when George Healey established the Liverpool Adult Deaf and Dumb Benevolent Society in order to give Deaf People equal access to the Scriptures. It operated from a single room in the School for the Deaf and Dumb in Oxford Street. It soon outgrew this space and in 1877 the Society started a building fund with the aim of creating more suitable premises. The fund was very successful. In fact, in a remarkable feat of fundraising the Society managed to attract a donation of £5 from Her Majesty Queen Victoria.

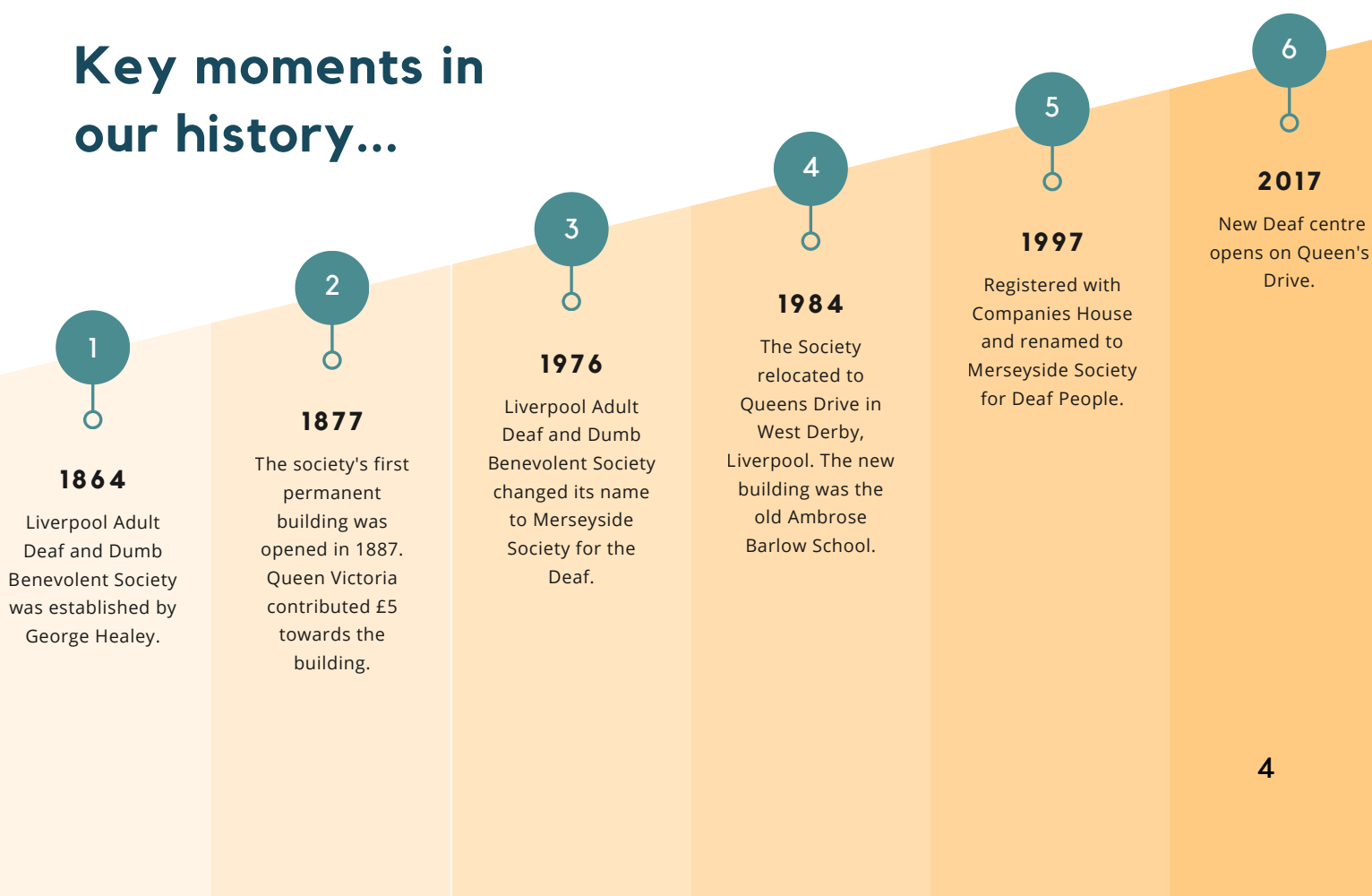
In 1886 the committee got a 2000 year lease from Lord Sefton for the land of Princess Avenue and Parkway. On the land they built a magnificent building in the Gothic style. It served as a venue for lectures, meetings, dances and social gatherings as well as a school for Deaf children. The chapel in the building was used for services every Sunday.

The building was opened by H.R.H Princess Louise on 16th May 1887. The society provided an employment bureau and sometimes employment for the jobless, interpreters for all occasions, social gatherings for the Deaf Blind and financial help for the poor.

In the late 1980s the Society relocated to the old Ambrose Barlow School on Queens Drive in West Derby, Liverpool as this was easier to access via public transport and had more office space.

In recent years the Society has set up services within Wirral and Sefton, and opened a new Deaf Centre on the original Queens Drive site. The services we provide now are very different, you can find out more about what MSDP is like today on the next page.

Key moments in our history...



MSDP today

Today Merseyside Society for Deaf People exists as both a Charity and a Company Limited by Guarantee. We are here to advance equality for people with hearing loss across Merseyside. We provide specialist services in a range of communication methods for people who are d/Deaf, Deaf-blind or hard of hearing.

Our team delivers community based social care, duty drop-in sessions and environmental aids assessments. Our tutors provide specialist training in Deaf Awareness and British Sign Language. We also offer a BSL Interpreter and Communications Agency providing NRCPD Registered communication professionals.

Our mission statement

To support our local community and provide vital, specialist services, MSDP is committed to the following mission statement: MSDP working in partnerships, bringing together Deaf and hearing communities to create more accessible services.*

*Deaf = Deaf, deaf, Hard of Hearing and Deaf-Blind

Our services

Duty sessions

Since 1980, the Charity has been contracted by three local authorities to deliver support services to Deaf, Deaf Blind and Hard of Hearing People in the Community. The duty service provided includes the translation of letters and making telephone calls for our Deaf community to services such as utility companies, benefits, housing related services and health services. We also provide information, advice and guidance, signposting to other services and work in partnership with statutory and other external agencies.

Our support service delivers individual support packages to the Deaf and Deaf-Blind Community. We have a team of specialised support workers who are qualified and trained to adapt their communication style to meet the individual needs of the Deaf people we Support.

Environmental Aids

The Environmental Aids Team enables the Society to promote and improve an individual's safety and independence within their own home, safe in the knowledge that they will be alerted to environmental sounds around them. Visiting clients in their home allows the team to discuss and assess their specific needs and lifestyle. Barriers can be removed via the installation of equipment which includes loud ringers, flashing lights or vibrating pagers. Where beneficial, isolation can be removed via the installation of loop systems and television aids.

Training & development

MSDP offer a range of courses designed to help break down communication barriers and develop confidence in communicating with Deaf people using British Sign Language. In particular, we provide Deaf Awareness Training and British Sign Language Level's 1, 2, 3, 4 & 6. We also provide workplace audits. By delivering these services we aim to improve access to services for Deaf people.

Who we work with

Deaf people, their families and carers

MSDP provides services to a diverse section of the community. People who seek services include Deaf people whose first language is British Sign Language (BSL), Deaf-Blind and Hard of Hearing People who have suffered hearing loss during their lives.

Employers and service providers

Employers and service providers are also increasingly accessing MSDP's services, requesting advice and guidance on how to support Deaf, Deaf Blind and Hard of Hearing people. The number of people attending Deaf Awareness and BSL courses continues to increase. MSDP also provide

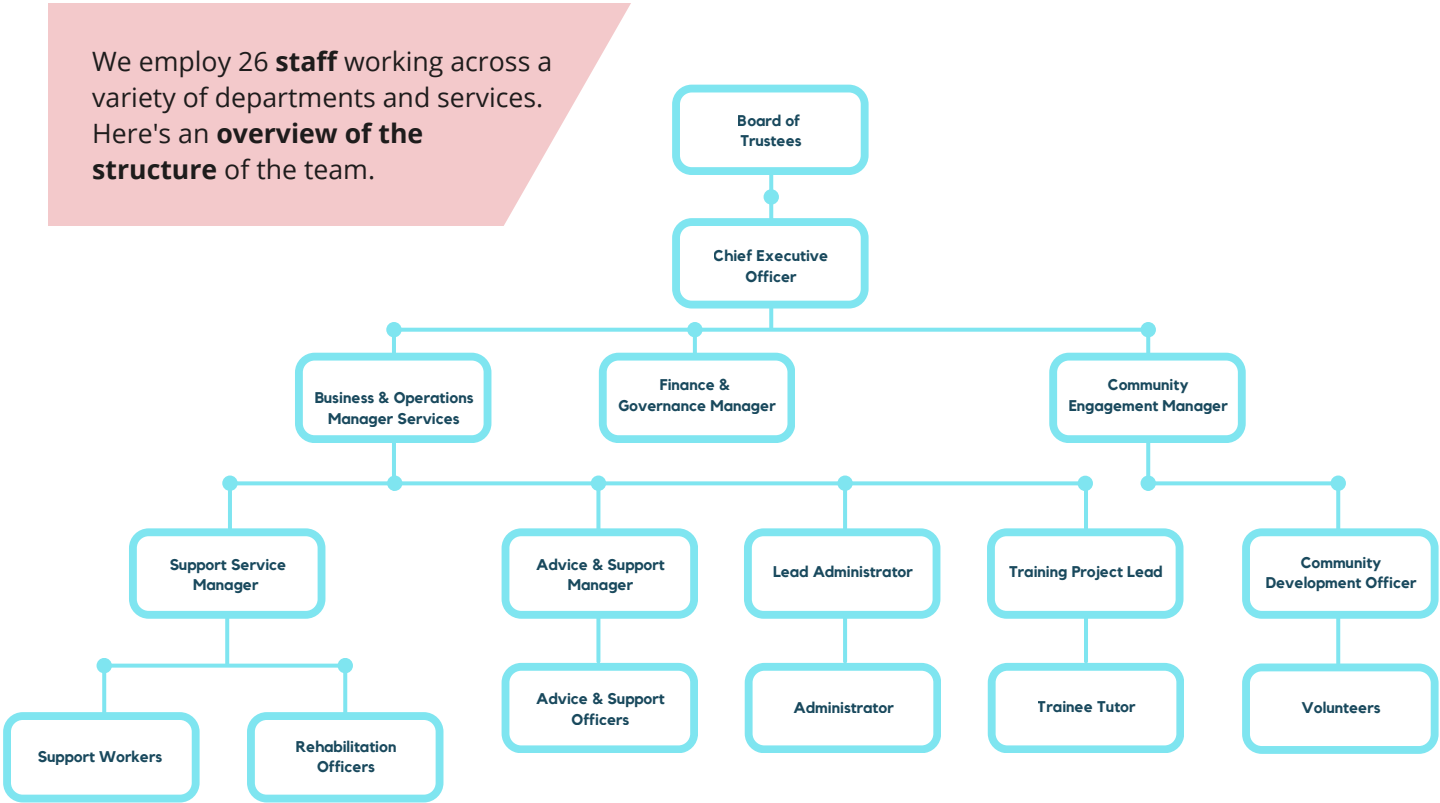
workplace audits and assistance with customised information as well as communication support.

Community groups

There are a number of groups of Deaf, Deaf Blind and Hard of Hearing people who use the services and facilities provided by MSDP. Each of these Social Groups has designated leaders and deputies, who promote the interests and priorities of their members. MSDP is home to one of the largest Deaf Clubs in the UK. Liverpool Deaf Club has more than 300 members and often receives Deaf visitors from across the globe!

Our communities and many social groups are at the heart of everything we do.

Our organisational structure



Planning for the future

MSDP continues to play a key role in ensuring the Deaf agenda is highlighted across the Merseyside region and will develop a range of partnerships and initiatives to advance Deaf equality and identify and develop opportunities for community empowerment strategies.

Future Goals

MSDP plans to grow the organisation over the forthcoming years with additional streams of income created by the development of new and diverse activities and targeted bidding for appropriate development funds.

We aim to:

- Deliver good, quality services
- Embed strong leadership and good governance
- Develop and motivate our staff and volunteers

- Grow our services
- Engage our communities and become truly user-led
- Improve technology within the organisation
- Develop services for children and families in partnership with other organisations
- Develop in partnership facilities to support Deaf, Deaf Blind, Hard of Hearing and Deafened People to meet at a safe and accessible location.
- MSDP will proactively seek beneficial partnerships with other organisations to share resources, reduce core costs and create efficiencies of scale where possible.
- Develop new projects for social benefit



Introducing the Business & Operations Manager role

The Business & Operations Manager is a senior role that plays a vital part in shaping and delivering our mission. You will help lead the day-to-day delivery of our services, ensuring they are effective, inclusive, and high-quality.

Working alongside our Service Managers, you'll coordinate projects and contracts to meet the needs of the people and communities we serve. You'll help ensure our services are delivered with integrity, impact, and compassion.

You will collaborate closely with the CEO and participate in Board meetings, contributing clear insights and data that support thoughtful decision-making. You will also help manage budgets and resources to keep our services sustainable, safe, and responsive.

This is an exciting opportunity for someone who wants to grow as a leader while making a difference in a values-led, community-focused organisation.

What We Are Looking For

We are seeking someone who:

- Has led or supported teams, with the ability to build trust, encourage collaboration, and create a positive, inclusive culture.
- Understands how to manage or coordinate projects or services — formal leadership or sector-specific experience is helpful but not essential.
- Can use data and insight to inform decisions and communicate clearly with colleagues and stakeholders.
- Shows commitment to inclusive, person-centred services and community wellbeing.
- Is confident using digital tools, including Microsoft Office or similar platforms, for communication and reporting.
- Stays calm and focused in changing situations and brings a solution-focused mindset.
- Lives our values of PROUD – Professionalism, Respect, Open communication, Unique – celebrating difference, and Deaf first.

Want to know more? [Visit our website](#) to view the full job description for this role.



Application process

If you are interested in celebrating our rich history and becoming part of our future, we would strongly recommend and welcome informal conversations about the role. We welcome applications from Deaf people.

We offer:

- 27 days annual leave per year, rising to 32 days per year after 5 years' service.
- Membership of the Medicash Employee Assistance Programme which cashback on a range of healthcare costs.
- Automatic enrolment and contribution to workplace pension with 3% employer contribution.
- Opportunities for continuing professional development, including BSL training and apprenticeship pathways.
- 5 days paid study leave.
- Generous sick pay package.
- Opportunity for flexible working, although this role is predominantly based within our community hub on Queen's Drive.

Please contact recruitment@msdp.org.uk with queries or to request an informal conversation by phone or video call with our CEO.

Please download the application pack from:

www.msdp.org.uk/vacancies/

Closing date: 4pm, Thursday 27 November 2025

Interviews TBC

Thank you again for your interest and we look forward to receiving your application.

