

**Job Description**

**Job title:** Tech Coordinator Visual Impairment

**Reports to:** The post holder is responsible to the SLS Manager

**Location:** Sight Loss Shropshire are based at the Lantern, Harlescott, Shrewsbury. This role however will be conducted from outreach points across Shropshire, Telford & Wrekin. The post holder is expected to travel across the county.

**Salary:** £12.50 per hour

**Hours of work:** 12 hours per week

**Term:** initially fixed-term 12 months or free-lance arrangement

**Start date:** early-mid September 2023

**Purpose:**

Technology is hugely important for the independence of visually impaired people and can contribute to physical and mental wellbeing. Sight Loss Shropshire are excited to deliver tech support through funded programmes and are looking for a new team member with passion for technology and people engagement. This role involves providing advice, information and support on the various types of accessible technology that can help people with sight loss in their day-to-day life. The focus will be on digital technology.

The post holder will also be responsible for training volunteers and transferring skills on a ‘train-the-trainer' basis.

The ideal candidate will have excellent communication skills and be committed to providing outstanding customer service. They will be organised and be able to manage a caseload of clients. They will have the research skills and motivation to keep up to date with new and developing technologies.

**Main duties and responsibilities**

* Providing demonstrations, advice and training for people with sight loss to use accessible technology. This will include smart phones (android and ios), tablets, smart speakers, video magnifiers, text to speech equipment, magnification and screen reader software for computers. It will include advising on accessibility options built into mainstream equipment e.g. voiceover on apple products as well as specialist equipment and software. Support will vary from one off appointments to scheduled support over a few weeks.
* Listening to customer needs, assessing and advising on suitable technology options.
* Work within the digital skills programme framework.
* Ensuring the team of SLS volunteers is suitably trained and kept up to date with available technology options.
* Participation in tech support networks and communication with specialist technology providers as needed which may include attending events.
* Providing talks about Access Technology at social groups of visually impaired people.
* Management of own caseload.
* Keeping records up to date using our customer database.

**Candidate requirements**

Essential:

* Skills in and genuine interest for technology.
* Willingness to learn about assistive software and assistive phones.
* Experience of working in a customer service environment, providing clear and sound advice and supporting clients.
* Ability to teach skills and knowledge to end users.
* Organisational skills and the ability to manage a caseload independently, prioritising effectively.
* Research skills and ability to keep up to date with new and developing technologies.
* Ability to problem solve.
* Excellent communication skills.
* Good attention to detail and ability to keep and maintain accurate records
* Able to demonstrate outcomes and impact.
* Approachable, patient and empathetic manner with people of all ages.
* Committed to providing accessible community-based services.

Desirable:

* Experience of working with volunteers.
* Experience of working with blind and partially sighted people or people with other disabilities.
* Working knowledge and experience of using accessible technology.

**Other information**

A DBS check plus 2 references will be required prior to taking up role

All out of pocket expenses will be reimbursed.

**Interview Date:** 3rd August 2023