

Rotherham Sight & Sound

Job Description – Technology Trainer

Hours of Work: Monday to Friday, approx. 20 hours per week, 4 hours per day, actual times to be agreed. Some additional hours may be available/necessary as the role develops.

Salary: Negotiable, dependent upon skills and experience.

General Information:

Sheffield Royal Society for the Blind has been commissioned by Rotherham Metropolitan Borough Council to provide a range of service to support people with a sensory impairment. As part of this project we are establishing a centre on Ship Hill, Rotherham. This centre will provide a range of facilities including office accommodation, providing services for visually impaired people, hearing impaired people (hearing aid users) and Deaf people (British Sign Language users).

An understanding of the needs of people with a visual/hearing impairment and/or BSL is desirable but not essential. However, the willingness to learn how to communicate with our client group and gain a full appreciation of their needs is essential.

In the main this role will be based in our Ship Hill Centre but there may be occasions when it will be necessary to travel to clients' homes.

Duties & Responsibilities:

To support and advise clients on the purchase and operation of specialist “hi-tec” equipment and software suitable for use by people with a sensory impairment. These people may also have other disabilities. This equipment/software will include:

- Computers and associated speech or magnification software
- Braille Translation software and embossers
- Mobile Phones with either large displays or speech
- Smart Phone and Tablets
- Video Magnifiers
- Scanner Readers
- GPS Navigation devices
- MP3 players

Deliver training to our client group on all of these products, either on a “one to one” basis or in small groups as appropriate.

To develop relationships and liaise with suppliers to ensure that we can offer a wide range of products to our clients at competitive prices.

To support other staff in understanding the technology solutions available to people.

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All Staff are required to:

Understand and comply with all relevant legislation and SRSB's policies and procedures, including data protection, safeguarding and health & safety. Confidentiality of information relating to clients, volunteers and staff is of paramount importance.

To bring to the attention of the General Manager any serious problems or areas of concern

Work as part of a team for the benefit of people with a sensory impairment. They are expected to be conscientious, adaptable and flexible in their duties.

Actively promote the work of Rotherham Sight & Sound for the provision of help, support and provision of services in various forms which benefit people with a sensory impairment in Rotherham and the surrounding area.

Undertake appropriate training as and when required, some of which will be Health & Safety related and some of which will be skills related.

Benefits:

Life Assurance

All staff are covered under a life assurance policy for twice their annual salary.

Pension

You will be auto enrolled in SRSB's staff pension scheme immediately and contribute 1% of your gross earnings (plus employer contribution 1%). This percentage is due to increase to 3% employee (employer 2%) in April 2018 and 5% employee (employer 3%) in April 2019, subject to the government not deferring these increases. If you wish to contribute over and above this percentage you may do so, but SRSB will not match this extra contribution. This is a 'money purchase' scheme and is contracted in to SERPS.

Holidays:

Pro rata to Full time (37.5 hours) entitlement which is 20 days per annum plus 9 days statutory/customary holidays. 3 days must be reserved for the Christmas/New Year shutdown. Our holiday year is 1st January to 31st December each year, holiday entitlement accruing pro-rata throughout the year.

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Person Specification:

Skills/Attributes	Essential	Desirable
Have a good working knowledge of computers, smart phones, tablets etc and other “hi-tec” products including the installation and use of specialist software/apps.	✓	
Have the ability to work with clients of varying abilities ranging from people with little or no experience of technology based solutions through to people with high skill levels.	✓	
Can identify people’s requirements and advise them accordingly in their choice of products, whilst enabling them to make their own choices.	✓	
Previous experience in a teaching/tutoring environment		✓
Have the aptitude and desire to learn new products as they become available and generally keep up to date with product development.	✓	
Able to work on own initiative and as part of a team	✓	
Excellent IT skills including email, spreadsheets, word processing and use of CRM/Database software (currently Goldmine for which training will be given, but due to be upgraded over the next year)	✓	
Previous working experience in the voluntary sector		✓
Approachable	✓	
Excellent Interpersonal Skills	✓	
Effective communication skills – written and oral	✓	
Excellent written and spoken English	✓	
Excellent organisation and administration skills	✓	
Tolerant and unflappable	✓	
Honest & Trustworthy	✓	
Hold a full driving licence & have use of a vehicle		✓
You should have, or be able to develop, a good understanding of the needs of people with a sensory impairment	✓	
Due to the nature of our work, guide dogs will regularly be present in our Centre. Hence, it is necessary that the successful applicant does not have any unmanageable allergies to dogs and does not object to them accompanying their owners around the building	✓	
Due to the nature of the role, applicants need to be generally in good health and, whilst there is nothing excessively heavy, some moving of furniture (tables and chairs) may be necessary to set up rooms for events etc	✓	