# ****JOB DESCRIPTION****

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| Job title | Digital Advisor |
| **Contract** | Permanent |
| **Working Hours** | Part-time (21 or 28 hours) |
| **Salary** | £25,750 (pro-rata) |
| **Location** | Cheltenham (with regular travel across Gloucestershire) |

# Background:

Insight Gloucestershire works to reduce the impact of sight loss, supporting blind and partially sighted people across the county to lead independent lives and to secure equal access to services. As Digital Inclusion Lead you will lead on the implementation of our technology support service.

Technology is already at the heart of much of our work. We know from experience that digital technology can make a significant difference to the quality of life and independence of blind and partially sighted people, and this new post will lead on the implementation of our technology support service, replicating a successful model rolled out with partner charities, Wiltshire Sight and Sight Support West of England. This will involve training and managing a team of volunteers, leading small group sessions, and providing one-to-one training.

# Responsibilities:

## Technology Support Service

* To lead our Technology Support Service in Gloucestershire, designed to encourage and enable more sight impaired people in the region to improve their quality of life through digital connectivity.
* With the support of our Volunteer Coordinator, recruit and retain a team of Tech Volunteers across the county.
* Train, support and deploy Tech Volunteers to deliver advice.
* Plan and organise ‘discovery’ sessions for clients to try out a range of different devices.
* Plan, organise, and deliver group training courses across the county using prepared material.
* Identify accessible locations that enable service users to access training.
* Provide 1:1 advice to service users.
* Work closely with our team of Community Sight Loss Advisors in Gloucestershire, to respond to referrals for digital support.
* Ensure that all monitoring data is accurately captured, and appropriate electronic records are stored on the charity’s database.
* Work closely with our partner Technology Support Service leads in Bristol and Wiltshire to ensure lessons learned are shared, and good practice is replicated across the region.
* With the support of our Marketing & Communications Officer, to ensure appropriate and timely marketing of courses and support using appropriate marketing mechanisms and tools.

# Other responsibilities:

* Compliance with organisational policies and practices, and attendance at learning & development sessions and organisational meetings such as all-staff meetings as required.
* Any other duties as required by the organisation.

# Person specification

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|  | **Essential** | **Desirable** |
| **Experience & Qualifications** | * Providing information, advice & guidance * Working in a caring profession. * Using a range of digital tools for communicating, collaborating, managing information, accessing services, and problem solving. * Teaching, training, **or** facilitating groups | * Working with people with disabilities * Working with volunteers. * Using an assessment framework. * Teaching digital technologies. |
| **Knowledge & understanding** |  | * Understanding of the needs of people with sight loss. * Knowledge and understanding of the use of Assistive Technology and digital accessibility tools. |
| **Skills & abilities** | * Excellent interpersonal and communication skills * Ability to build and maintain effective working relationships with colleagues, clients and outside agencies. * Ability to support and motivate a staff and volunteer team. * Well organised with an appreciation of the importance of forward planning and working to deadlines. * Ability to work on own initiative and liaise with Line Manager as and when required. |  |
| **Personal qualities & competencies** | * Self-motivated. * Strong team player who places emphasis on building open and supportive relations and working by example. * Personal commitment to equal opportunities & anti-discriminatory practice. * A commitment to empowerment. * Patient and gentle teaching manner. * Clear written and spoken communication skills. * Ability to travel around the area. |  |

Insight Gloucestershire is committed to quality, equality and valuing diversity, and welcome applications from all backgrounds. As sight loss charities, we particularly encourage applicants who are visually impaired to apply.

Please note, this post is subject to a DBS check.

To apply for this post please send a CV and a covering letter outlining your suitability for the post to [info@insight-glos.org.uk](mailto:info@insight-glos.org.uk) Please title your email ‘Application for IG Digital Inclusion Lead’.

# End of document

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