



JOB DESCRIPTION

Job Title: IT4U Technology Officer

Location: Multiple Locations Across Warwickshire

Hours: 21 Hours per week (9am – 5pm Wednesday, Thursday and Friday – initial flexibility over days for training)

Salary: £14 per hour

Holidays: 23 days annual leave plus additional 2 days at Christmas, plus 8 bank holidays (Pro Rata'd)

Reports to: Community Services Manager

IT4U

IT4U is Warwickshire Vision Support's IT training service for visually impaired people in Warwickshire. Through our Technology Officers and volunteer team, we deliver 1:1 sessions to people living with sight loss based upon their personal learning goals.



We aim to understand service users technology needs and demonstrate devices that meet them. We assist visually impaired people to use their smart phones, tablets and laptops by adjusting accessibility settings, support with apps and how to use speech and voice feedback.

Training is delivered in our Vision Support Centres across Warwickshire: Leamington, Stratford, Southam, Kenilworth, Alcester, Shipston, Rugby, Nuneaton, Coleshill, Bedworth and Atherstone. We may also provide support from the charity head office in Warwick. Support may also be provided online or over the telephone. In occasional instances, support may also be required in the person's residence.

Job Purpose

- To be jointly responsible for all IT appointments
- To deliver IT Training using a range of smart phones, tablets and laptops.
- To train and support a group of IT volunteers to help deliver training.
- To be jointly responsible for the promotion and development of the service in Warwickshire.
- To respond to changes in need and technology to ensure that the goals of the service are achieved
- Within a small charity such as WVS you will be expected to see yourself as part of a team and be prepared to support and contribute to all activities as required.

- To be responsible for ensuring that records and data are maintained in order to meet the requirements of the WCC Contract and GDPR.

Key Tasks

- To work with current Technology Officer in order to take on the existing service, own and grow it within North Warwickshire
- To be responsible for IT appointments in Rugby, Nuneaton, Coleshill, Bedworth and Atherstone support centres as well as cover for the South
- To be willing to attend social clubs and offer flexibility in terms of service delivery i.e. if a client is able to meet online or if a solution can be offered over the telephone then offer this as an alternative – explore all options if a support centre is a difficulty.
- Undertake the training and support of IT Volunteers.
- To create training programmes to enable visually impaired people to access online services on a range of smart phones, tablets and laptops.
- To undertake assessment and training of visually impaired people.
- You will record Assessments, Entry/Exit Questionnaires and Outcomes Forms in line with the requirements of the organisation.
- To recommend/identify which pieces of equipment and software would best meet the needs of our service users
- To keep abreast of developments in IT equipment and make recommendations for purchases for the good of the service.

- Process referrals from visually impaired people who wish to receive the IT service.
- To organise and present IT training sessions at Vision Support centres using the IT volunteers as required.
- Undertake all clerical tasks required for the post including
 - Dealing with correspondence with volunteers, venues, other service providers etc
 - To keep all records and reports as requested by the manager
- To monitor and evaluate service provision and make recommendations for improvements
- To make presentations and attend meetings as required to promote the IT service.
- To make Referrals on behalf of Service Users into other WVS and/or other services.

Other Duties

- To assist with ad hoc requests for current apps, Google sheets / logs and website
- To make presentations about WVS services and activities to other organisations
- To participate in regular supervision, annual appraisals and all team and other essential meetings
- To undertake all other reasonable duties as required.

Person Specification

Quality	Essential	Desirable	Assessed by
Qualifications/academic achievements required	<ul style="list-style-type: none"> • Good general level of education. • Willing to learn new, relevant skills 	<ul style="list-style-type: none"> • Experience in a related field 	<ul style="list-style-type: none"> • Application form • Certificates
Experience – type and depth of experience required to do the job	<ul style="list-style-type: none"> • Voluntary sector experience • Comfortable working alone, 1:1 with clients • Experience of volunteer involvement • Excellent interpersonal and team working skills • Highly efficient with administration/record keeping skills • Ability to build strong and lasting relationships • Ability to inspire and motivate others • Driving licence and access to a vehicle • Knowledge of Warwickshire Vision and its services • Generating data from Charity Log for reporting purposes 	<ul style="list-style-type: none"> • Experience of driving strategy and implementing plans to meet agreed targets. • Experience of working with volunteers • PR/Press/Promotion work • Report writing skills 	<ul style="list-style-type: none"> • Application • Interview • Reference

Special aptitudes required	<ul style="list-style-type: none"> • Excellent communicator with ability to present credibly and professionally at all levels. • Able to convey technical information in layman's terms and with patience • High level of IT literacy • A people person • Able to work both individually and as part of a wider team 	<ul style="list-style-type: none"> • Volunteer management • Knowledge of volunteer management policies and procedures 	<ul style="list-style-type: none"> • Interview • References
Personal Disposition	<ul style="list-style-type: none"> • Confident, enthusiastic, discreet, team player, flexible, 'can-do' approach • Friendly and able to foster positive relationships with all 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Must be flexible and able to accommodate occasional weekend and evening hours 		<ul style="list-style-type: none"> • Interview • References