



LOTTERY FUNDED

**Person Specification Job title: Technical Support Advisor, Connect Hear NI**

	Essential	Desirable
<b>Experience/Knowledge</b>		
Extensive knowledge about communication resources, digital technology and assistive listening devices	Y	
Experience of using, demonstrating and experimenting with a range of technologies and assistive listening devices in a range of environments	Y	
Experience of leading and/or supporting group based learning activities	Y	
Experience of working effectively in a coordinating role		Y
Experience of supporting people with physical and/or sensory disabilities		Y
Sound understanding of the practical and emotional challenges of living with hearing loss and/or other disabilities and long term conditions		Y
Working knowledge of the community and voluntary sector within Northern Ireland	Y	
Experience of managing and reporting on budgets		Y
Relevant qualification in information technology or related discipline		Y
<b>Skills/Abilities</b>		
Ability to support volunteers and engage effectively with individuals, families, groups and organisations, formally and informally	Y	
Ability to work independently and flexibly to organise workload in partnership with staff colleagues and volunteer led teams	Y	
Ability to contribute to formal reports and organisational planning documents		Y
Ability to work effectively as member of a wider organisational team	Y	
Competent in using Microsoft Outlook, Word, Excel, PowerPoint and CRM databases, such as Raiser's Edge		Y
<b>Personal Attributes &amp; Qualities</b>		
Self-motivated, enthusiastic and approachable	Y	
Confident in relating to individuals and groups in a wide range of settings, with creative approach to problem solving	Y	
<b>Other Requirements</b>		
There is a requirement to travel extensively throughout Northern Ireland, and on occasion to other parts of the UK		
Occasional evening/weekend working will be required		