# Job Description

## Position Details

**Job Title:** Technology Advisor (Workable NI and SkillSET Programme)

**Job Level:** M3

**Directorate:** Management, Professional, Specialist

**Department:** Specialist Services – Employment NI

**Location:** Derry / Belfast - Flexible locations across Northern Ireland (Hybrid).

**Type of Contract:** Fixed term until 31st March 2025

**Hours:** 35 hours (Full Time)

**Reports to:** Employment Services Manager NI

**Purpose of Job:**

### You will independently develop and deliver ICT training programmes for blind and partially sighted people, using assistive technologies, to help them secure and sustain employment.

**Impact:**

You will work across Northern Ireland, in person or remotely, delivering specialist training on Assistive Technologies to blind and partially sighted people, supporting the NI Employment Team to deliver on targets. There is no management responsibility with this role.

**Financial Responsibility:** None

**Decision Making Responsibility:** None

**Main Accountabilities:**

1. To develop and deliver effective tailored IT training for individuals with sight loss in Microsoft applications under a UK-recognised awarding organisation. The aim is to improve their employability skills. Many blind or partially sighted individuals will also require training on using screen reading software like JAWS or magnification software such as ZoomText to access information on computers.
2. To conduct internal assessments and verification as per the UK-recognised awarding organisation’s policies and procedures.
3. To deliver training on an individual and group basis to blind and partially sighted people. This hybrid role involves both online and in-person training.
4. To provide onsite IT support to service users during work placements and in employment.
5. To provide input to development plans and updating action plans relating to clients on the Workable NI programme.
6. To ensure the IT hardware and software utilised by the employment service is maintained.
7. To signpost and refer clients to appropriate RNIB local and national services.

1. To provide the Employment Team with user feedback and progress reports to ensure employment targets are met.
2. To contribute to the production of information in relation to IT and visual impairment, through learning materials, articles, fact sheets and web pages.

**General**

The following points are common to all job descriptions:

1. Undertake any other duties commensurate with the post.
2. Adhere to all RNIB policies and procedures.
3. In addition to the safeguarding induction information, you will receive when you join RNIB you are required to complete safeguarding training, this must be completed within four weeks of joining RNIB.
4. Safeguarding of Vulnerable Adults - To complete training on Safeguarding of Vulnerable Adults and be able to understand and implement the training accordance with Safeguarding policies and procedures.

Taking responsibility for reporting any safeguarding concerns to the Safeguarding Team and Line Manager**.**

## Person Specification

**Please note all criteria are essential unless otherwise stated.**

### Specialist Knowledge, Skills and Experience

1.1 ICT Qualification equivalent to Degree Level.

1.2 Minimum ECDL or demonstrated equivalent.

1.3 Achieved or willing to work towards an appropriate Assessors award. (For example, Level 3 Qualification in Education and Training (NI).

1.4 Experience of using a range of hardware, software, and mobile technology

1.5 Experience in developing, preparing for, and running workshops/training sessions and demonstrations for individuals and groups.

1.6 Experience delivering training in an ICT training environment.

### People management skills/ team working skills

2.1 Ability to support team staff; to motivate and empower others to reach goals including setting up objectives; monitor performance; conduct reviews; seek development opportunities for others.

2.2 Ability to manage volunteers including recruitment, training support and performance management.

### Planning and Organisational skills

3.1 Ability to organise work and time effectively, prioritise, set realistic timescales, and meet deadlines.

3.2 Ability to collate and maintain information electronically and manually and Awareness of Data Protection principles.

### Problem-solving and creative skills

4.1 Experience of delivering results focussed on customer needs and satisfaction.

4.2 Experience in caseload management and review of individual’s learning programmes.

4.3 A proven ability to organise own time effectively, prioritise, set realistic timescales, and deliver within timescales or deadlines.

4.4 Ability to take responsibility for own actions and make decisions without referring to others in appropriate situations and act on own initiative.

4.5 Ability to communicate in a helpful, tactful, calm, and sensitive manner and to deal with conflict effectively.

4.6 Ability to remain calm and self-controlled under pressure.

4.7 Ability to manage change effectively and keep difficulties in perspective.

### Communication skills

5.1 Ability to produce written communication which Is fluent, clear, concise, and tailored to intended recipients. Ability to speak clearly, fluently and in a compelling manner to both individuals and groups, face to face and by telephone.

5.2 Ability to communicate (sometimes technical subjects to non-experts) in a helpful, tactful, calm, and sensitive manner.

5.3 Ability to build effective relationships with a range of individuals, professionals, organisations and RNIB service managers, from a range of different disciplines, with the ability to inspire confidence and respect in others.

5.4 Experience of working with others in a sensitive and diplomatic manner to develop effective and supportive relationships with colleagues and service users and create a sense of team spirit.

5.5 Ability to write reports relating to service users for internal and external use.

5.6 Ability to attend meetings both internally and externally.

### Equality, Diversity, and Inclusion

RNIB expects an understanding of and demonstrated commitment to its Equality Diversity and Policy and to ensure all activities and behaviours are consistent with the Equality, Diversity, and Inclusion Policy. This includes all staff activities and their interface with all employees, customers, and service users.

### Special Conditions

* 1. Must be prepared to travel and attend meetings and training as required which will involve occasional overnight stays.
  2. Appointment is subject to an Enhanced Access NI check.
  3. Safeguarding is everyone's responsibility. Safeguarding is about preventing and stopping both the risks and experience of abuse or neglect, while at the same time making sure we promote staff, service users and customers people's wellbeing.

**8. Desirable** **Criteria**

8.1 Understanding of the learning needs of those with sight loss and the impact of sight loss on access to learning.

8.2 Knowledge and/or experience of specialist access technology software and equipment, and their functionality for people with sight loss.

8.3 Ability to advise on the technology needs of blind and partially sighted people and to deliver a professional service.

8.4 Experience of training people with disabilities.

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