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JOB DESCRIPTION

POST:	Technology Training Officer
HOURS:	Part time (5 - 10 hours per week - flexible)
TERM:	Fixed term contract to 30 th March 2022
SALARY:	£3900 - £7800 per annum actual (FTE £28, 080 per annum)
LOCATION:	Homebased in Surrey, training in the community.
REPORTING TO:	CEO, Surrey Coalition of Disabled People
ACCOUNTABLE TO:	Surrey Coalition Board

Who we are

Surrey Coalition of Disabled People is led by Disabled people for Disabled people. Surrey Coalition aims to promote the rights of Disabled people to have equality of opportunity and independence. Members are involved in a broad range of activity across the county and beyond, including co-production groups and forums, co-design of health and care service specifications, service monitoring, campaigning and influencing, mental health, technology and innovation projects and supporting and promoting projects and campaigns that are aimed at improving the lives of disabled people in Surrey.

Introduction to the role

Surrey Coalition were awarded funding from the Community Foundation for Surrey (CFS) Coronavirus response fund to help tackle digital exclusion in Surrey.



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Digital exclusion is recognised as a health inequality in its own right, and Disabled people are disproportionately affected by it – with Disabled people being 35% more likely than non-Disabled people to be without the digital literacy skills and confidence that they need.

This funding has been awarded to support Disabled adults with digital inclusion during the pandemic and into the recovery period.

Purpose of the role

The over-arching purpose of the role is to enable more Disabled people to use technology in their daily lives to aid wellbeing and independence.

The role is made up of 3 parts: the delivery of one to one and group training for Disabled people, production of training resources including webinars and the delivery of monthly training sessions with our staff and team of volunteer Tech Angels.

Main tasks

1. Plan and conduct remote and/or face to face, one-to-one training sessions with members, covering a broad range of tasks and software packages.
2. Facilitate a weekly technology room in our virtual café, providing technology advice, problem solving, facilitating peer-support and sharing information on existing, new and emerging technology.
3. Continue to develop our 'tech library' of guides and resources that people can access in a range of formats.
4. Plan and conduct a series of technology webinars and/or video podcasts, adding this recorded content to the technology library and our YouTube channel as a resource. Focus the webinar/video podcast on highlighting new and emerging technologies of interest to our membership.



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5. Plan and conduct a monthly training session for staff and Tech Angel volunteers on a broad range of topics relating to helping beginners to use technology. To focus this training around upskilling the teams' knowledge and understanding of assistive technology and its availability.
6. To actively seek out members of the organisation who may be willing to share their experiences of different apps and devices, facilitate the production of app-reviews and or vlogs to share these insights with others.

Person specification

Experience of one-to-one and/or group technology training, to include the ability to train users in a range of assistive technologies (Essential)

Excellent communication skills with the ability to communicate effectively in a range of formats and with a variety of audiences (Essential)

Advanced organisation and coordination skills (Essential)

Excellent research and problem-solving skills (Essential)

Advanced level of computer literacy including all Microsoft packages and a range of databases (Essential)

Experience and/or knowledge of a broad range of specialist assistive technology software or willingness to research this (Desirable)

Experience and/or knowledge of using, and training people to use a broad range of smart home devices (Desirable)

Excellent knowledge of digital media communication including use of various social media platforms, blog and vlog sites and YouTube channels (Desirable)

A high degree of self-motivation and able to work on own initiative (Essential)

Confident and persuasive presentation skills (Desirable)



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Experience and knowledge of working with people with long term health conditions, care and support needs and/or carers (Desirable)

The ability to work safely from home and willingness to do so (Essential)

Live within Surrey or NE Hants (Desirable)

The ability and willingness to travel to deliver face to face training in Surrey (when restrictions allow) and to occasionally travel to the main office base in Burpham (Essential)

A good understanding of GDPR (Desirable)

An understanding of Safeguarding Vulnerable Adults (Desirable)

This role requires the successful applicant to be subject to an Enhanced Disclosure and Barring Check.



June 2021