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A logo for a community fund

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**Outlookers Job Description**

**TITLE OF POST**: Technologies Support Officer - (Fixed term to 31st May 2026)

**RESPONSIBLE TO**: Chief Executive Officer

**SALARY**: £24,078 pro rata

**HOURS**: 21 hours per week

**RESPONSIBLE FOR**: N/a

**LOCATION:** Based in Huddersfield and Batley. Required to attend locations across Kirklees.

**ANNUAL LEAVE:** 25 days annual leave plus bank holidays pro rata.

**MAIN PURPOSE**

Our ‘Outlookers Moving Forward’ project, funded through the National Lottery Community Fund, will help us continue the existing peer and technology support offered by Outlookers as well as bringing services to people living with sight loss and other needs.

As Technologies Support Officer you will play a key role in Outlookers mission to motivate and empower people through sharing the benefits of technology. You will be responsible for the provision of technology for our organisation’s staff, volunteers and members. You will keep up to date with emerging assistive technologies and, working in partnership, will develop our understanding of solutions for people with additional needs. Working with volunteers, you will provide both group and one to one technology advice and training as required.

**KEY RESPONSIBILITIES:**

* Ensure the effective deployment of technology across the organisation to meet the needs of staff, volunteers, and members.
* Set up, understand the operation of, and maintain the organisations technology resources, PCs, phones, tablets and other specialist equipment.
* Advise on the most appropriate technology solutions and provide training to individuals or groups as appropriate.
* Manage our technology asset inventory and software licences to ensure that equipment remains up to date and licences are compliant.
* Work with the Volunteer Coordinator to develop and deliver technology training for volunteers to create a team that can support Outlookers services.
* Through research, ensure that Outlookers remains up to date with developments in technology and make suggestions to improve systems and services.
* Network with professionals and organisations across sectors to share knowledge and expertise.
* Develop Outlookers organisational knowledge to support people living with sight loss and other needs such as dementia, learning difficulties/disabilities or stroke.
* Negotiate with suppliers regarding equipment loan, purchase and maintenance.
* Work with the team to develop new groups and activities.
* Monitor and evaluate your work and contribute to the timely reporting of outcomes.
* In conjunction with the Communications and Engagement Officer, use appropriate media to promote relevant Outlookers services.
* Be part of a team that coordinates, promotes and delivers training for the Living Well with Sight Loss course.

**GENERAL:**

It is the organisation's intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the jobholder’s obligations are bound to vary and develop as the organisation changes, so the job description should be seen as a guide and not as a permanent, definite, and exhaustive statement. As this role works with vulnerable adults, it will be subject to an Enhanced DBS Disclosure.

**EQUALITY AND DIVERSITY STATEMENT**

The organisation is committed to diversity and equality of opportunity for all and is opposed to any form of less favourable treatment and harassment on the grounds of race, religion or belief, creed, colour, nationality, ethnic or national origins, gender, gender reassignment, marital status, parental status, age, sexual orientation, disability, part time or fixed term working, union membership. We operate an Equal Opportunities policy and all applications received will be treated in merits in relation to the requirements of the Person Specification.

As an employer we are subject to the provisions of the Asylum and Immigration Act 1996. We could be guilty of an offence if we employ someone who does not have permission to in or work in the United Kingdom. We reserve the right therefore to request relevant documentation from those offered employment to satisfy our obligations in this respect.

**PERSON SPECIFICATION**

**QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE**

Essential

* A good level of education specifically in English and Maths.
* Knowledge of a range of assistive technology solutions for people with sight loss.
* Experience of setting up and using technology solutions across different scenarios, both workplace and daily living.
* Experience of planning and delivering technology training to individuals and groups living with sight loss and people who support them.
* Experience of working with community groups, charitable organisations and volunteers across Kirklees.
* Knowledge of software and hardware purchasing, maintenance and licensing.

Desirable

* Lived experience of sight loss.
* Experience of supporting people with learning disabilities/difficulties, dementia or stroke.
* Experience of administering Microsoft Office 365.
* Experience of working in a small team, including volunteers, to meet an organisation’s aims and objectives.

**SKILLS AND ABILITIES**

Essential

* Ability to work flexibly to plan and manage a varying workload.
* Strong interpersonal skills to liaise with professionals, members, colleagues, volunteers and organisations.
* Ability to communicate effectively, both verbally and in writing with people from a variety of backgrounds.
* IT literate and experience in the use of Microsoft packages.
* Strong organisation skills including problem solving, time keeping and the ability to work to deadlines.

Desirable

* Ability to effectively monitor activity, through capturing data from people engaging in the services, for the purpose of feedback to grant funders.

**PERSONAL QUALITIES**

Essential

* Thorough, conscientious and a good listener.
* Creative thinker specifically in relation to engaging with groups.
* Honesty and integrity in dealings with staff and members.
* Understand the need for confidentiality when dealing with both internal and external information.

For an informal discussion about the post please contact Mark Owen on 07564 681920. To apply, email your letter of application and a current CV to [admin@outlookers.org.uk](mailto:admin@outlookers.org.uk) by midday on 7th June 2023. In your letter of application, you must demonstrate your suitability for the role by clearly stating how you meet the criteria in the person specification. You may use evidence from work, volunteering, and your personal life. We will require the details of two references for the successful applicant. Outlookers is committed to employing people with lived experience of sight loss. Support can be provided through Access to Work if you have a disability or long-term health condition.