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Role Description**

**Role title: IT Tech Trainer  
Reporting to:** Project Manager  
**Weekly Hours:** 28 hours per week (4 days – onsite & home visits)  
**Annual Salary:** £23,000 - £25,000 Pro-rata

**Benefits:** 5% Pension, Parking, Personal Development & more.  
**Contract Type:** 1 year with possible extension   
 **Background:**Everything we do is laser focused on transforming lives, from dependence to independence. We do this through our 3 strands: Purpose, People & Performance.  
  
We are all about personal development and keen to recruit the right people to join our team, someone with a passion to transform lives, growing themselves and others from good to great. We’ve defined our culture and looking to embed our model, heart of a Charity, mindset of a Business.   
 **Purpose of the Role**:  
The IT Tech Trainer has the overall responsibility to help overcome technological and digital exclusion for people with sight loss, transforming lives, on the journey to independence.

**Objectives:**

1. To design and deliver training courses on a wide range of computer applications
2. To actively source new equipments and resources that provide choice and enhance the lives of our members.
3. To coordinate an integrated service approach, working with Project Officers to best support member’s needs, job retention, route to work or eye health.
4. To provide educational workshops; virtual and face to face; actively promote in conjunction with the brand manager.
5. Enhancing our products to make that available for external customers, having both heart of a charity and mindset of a business approach.

**Inward Looking**

* Undertake a training needs analysis, identify skills gap, and agreed objectives – using bricks, clicks or both to reach our people
* Further develop the profile of Croydon Vision becoming an accessible technology centre of excellence thereby promoting independence
* Develop and maintain the content of the website to ensure accessibility and relevance.
* Assist in the preparation of ‘Our Voice’ Podcast and lead on editing in a timely manner for distribution by the Brand Manager
* Through technology, to support members to be able to communicate, develop skills for eccentric viewing, using phones or reading on tablets
* Develop members’ confidence to access and receive support when they need it, working together with project officers.
* Assist the Project Manager to lead on 1 of 5 pillars of CV’s strategic plan   
  2020-23; developing an active tech committee; building mentor/mentee opportunities.

**Outward facing**

* Assist the Build to Sustain Lead to participate in community events, showcasing new technologies, applicability whilst challenging perceptions; changing how we SEE
* Identify, screen, and evaluate new opportunities to address unmet internal and external needs whilst working in collaboration with the Project Manager
* Together with Brand Manager, create accessible ‘Know How’ contents (products and services) to raise technological awareness and how that can benefit our members.
* To form external contents that becomes an income generation opportunity for the organisation.

**Culture Convergence**

* Everything is laser focused to support the vision, transforming lives, independence through technology
* Participate proactively with external service providers to understand the technological landscape and then **ACT** (apply, change, teach).
* A growing person adds greater value, therefore, being part of CV’s book club; learning and sharing is essential.
* To exemplify our culture of putting people first, creating a vibrant community and empowering people on their journey through technology.
* A hands-on approach as everyone actively participates in driving the values of Croydon Vision.
* Personal development with the potential to grow into management of IT role.

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| **Core Behaviours** |
| * Aligns with the culture of Croydon Vision. * Creates a fun working environment whilst delivering outstanding results. * Willing to test, fail, learn, and grow. * Takes personal accountability and holds others to account * Takes responsibility for own development and develop others * Listens to and respects the opinions of others. * Asks for, reflects upon and acts on feedback. * Works collaboratively with others to deliver the best outcomes. * Builds relationships of trust and alliances with Member groups, other stakeholders * Problem identification and resolution. |

**IT Tech Trainer:**  
Essential and desirable skills, abilities, experience, knowledge, and special requirements for the post (A = Application Form, I = Interview).

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| **ESSENTIAL** |
|  | **A** | I |
| **Think Proactively** |  |  |
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| Possess the ability to see patterns and trends in the technology market and then develop scenarios, detailing how Croydon Vision might benefit. |  |  |
| Inspired by possibilities, painting a picture of what IT can contribute to Croydon Vision members, ability to be forward thinking and imaginative. |  |  |
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| **Technical Skills** |  |  |
| Experience in the use and teaching of computerised systems and software’s for sight loss such as Jaws, NVDA, Supernova, ZoomText, iZoom and built in Windows tools.  Good understanding on social media training for people with sight loss |  |  |
| Relevant, previous, or current employment within the voluntary sector |  |  |
| Some experience/passionate about supporting people with sight loss |  |  |
| Experience in system management of Website |  |  |
| Experience in accessibility standards |  |  |
| The individual or their support worker should be a driver license holder |  |  |
| **Interpersonal skills** |  |  |
| Ability to meet tight deadlines without sacrificing accuracy |  |  |
| Ability to work on own initiative and as part of a team, be creative and flexible aproactive |  |  |
| Knowledge of and commitment to equal opportunities and anti-discriminatory practice |  |  |
| Understanding of the need for professional confidentiality |  |  |
| Negotiating skills through estimate costing/goods and supply for the Resource Centre |  |  |

**Application and Selection Process – Dates for your diary:**

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| Application’s Closing Date | 11th April 2022 |
| Stage 1 – Telephone Interview | 13th April 2022 |
| Stage 2 – Onsite Interview | 19th April 2022 (subject to availability) |
| Appointment & Start date (subject to requirement) | By end of April 2022 |