# Job Profile

## Job Title: IS Education Support – Assistive Technology

Directorate: Information Services (IS)

## Reports To: IS Knowledge Management & Education Manager

## Matrix Reporting To: None

## Disclosure Check Level: None

## Date created/last reviewed: November 2024

## Overall Role Purpose

## The IS Education Support – Assistive Technology helps people with sight loss to live the life they choose by leading the communication and training around technology changes as part of the organisation’s strategy and programmes – with particular focus on Assistive Technology – so that staff and volunteers are able to effectively use systems and technologies to accomplish their work.

## Key Responsibilities

* Training Strategy
	+ Provide professional service and knowledge transfer of IS strategic vision and strategy in line with IS Programmes and projects.
	+ Liaise with external and internal partners for the Technology programme in relation to training and communication. Manage deadlines and coordinate plans.
	+ Research and collaborate to determine new training methodologies or ways of working.
	+ Deliver training or education through classroom-based training, e-learning, 1-1 coaching sessions and creation of user guides.
* Project Management
	+ Facilitate the planning and execution of business changes through the use of technology and Internal Governance.
	+ Communication of numerous work streams for core business projects incorporated in the Technology Programme.
	+ Support the Technology Programme with testing, training and communication.
	+ Lead on small projects when required.
* Supporting and liaising with all critical business support services
	+ Act as a key point of liaison between the IS Knowledge Management & Education team and IS key business support services.
	+ Support the management team on all business functions that drive IS by supporting continuous improvement projects, advising and demonstrating how collaborative and assistive technology tools can support changes.
	+ Think outside the box and create solutions for day-to-day problems.
	+ Manage and resolve issues reported by the business, providing proactive solutions.
	+ Act as an assistive technology subject matter expert for the creation of education pieces and training.
	+ Maintain the IS Help & Support Intranet page.
* Managing Relationships
	+ Act as an ambassador for the IS Team with regards to communicating with internal and external stakeholders.
	+ Be a role model by leading by example in the use and promotion of supported IS Systems.
	+ Mentor and coach others, in 1:1 and group environments in the use of technology and collaborative tools.
* Compliance
	+ Support the delivery of the strategic vision, develop administrative procedures, data collection and associated management information systems.
	+ Assist with the review and monitoring of team processes, routines and procedures on a regular basis to ensure that they are as effective and streamlined as possible.
* Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

### Number of Direct Reports: None

### Number of Indirect Reports: None

### Number of Volunteers Supervised: None

### Financial Accountability

### Annual Income Accountability: None

### Assets Managed: None

### Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

### Education/Qualifications

### Essential

* Training qualification, Award in Education and training level 3 (Formerly PTLLS) or certificate in Education and Training level 4 (formerly CTLLS), equivalent digital learning experience.

### Desirable

* Project Management qualification. Agile or Prince2.

## Job-Related Experience

### Essential

* Experience of delivering and developing training programmes face to face and/or remotely using a number of digital technologies.
* Demonstrable experience of working with a high attention to detail
aspects of working practice.
* Provide evidence of good communication skills.
* Experience of training assistive technology (AT)
* Liaise with 3rd party suppliers and consultants

### Desirable

* Proven success of working in an administrative capacity within a Project
Management Office (PMO).

## Knowledge

### Essential

* Generic business -based knowledge skillset.
* An understanding of working in the not -for-profit sector.
* Increased technical knowledge particularly as it applies to AT and training.
* Specialist knowledge in the training of accessibility and assistive technology to support the needs of staff and volunteers with a variety of disabilities, including vision impairment, neurodiversity, hearing loss, etc.

## Desirable

* Extensive expert knowledge of assistive technology tools and their uses to support the needs of staff and volunteers with a variety of disabilities.
* Practical knowledge of developments / new practises in IT and AT training and products
* Knowledge of WCAG and 3WC web accessibility

## Skills and Competencies

## Essential

* Ability to work on their own when required, to deadlines.
* Ability to communicate technical concepts in plain English.
* Good communication skills, including writing to a high standard.
* Ability to influence others.
* Ability to work to competing deadlines.
* Excellent administration.
* Ability to work within a highly confidential and pressurised environment with an ability to demonstrate resilience.
* Skilled in the use of a range of relevant software packages e.g. Word and Excel, PowerPoint, and the accessible documentation standards involved.
* Experience with the most recent versions of Windows Microsoft SharePoint,
Microsoft Office/0365.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EUI0WnRsYbtLkvgYgCNpN08BXgARYx-n88ZLdVCyT50KIQ?e=oPzdZZ) to view the salary band.