# ****Job Description****

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| Job title | Advice Team Manager |
| **Contract** | Permanent |
| **Working Hours** | Full-time (35 hours) |
| **Salary** | £ 28,500 |
| **Line reports** | Four Community Sight Loss Advisors based across the county |
| **Location** | Devizes (with regular travel across Wiltshire) |

# Background:

Wiltshire Sight and Sight Support West of England work together to reduce the impact of sight loss, supporting blind and partially sighted people to lead independent lives and to secure equal access to services.

As Advice Team Manager (Wiltshire) you will lead on the training, accountability, and performance management of a team of Community Sight Loss Advisors and lead the implementation of our technology support service.

Technology is already at the heart of much of our work. We know from experience that digital technology can make a significant difference to the quality of life and independence of blind and partially sighted people, and this new post will lead on the implementation of our technology support service in the county, replicating a successful model rolled out with our partner charity, Sight Support, in Bristol and BaNES. This will involve training and managing a team of volunteers, curating resources and services, leading small group sessions, and providing one-to-one training.

# Responsibilities:

## Team management

* Line management of a team of Community Sight Loss Advisors through regular supervision and performance review, to ensure they are:
  + delivering all services to a high standard
  + consistently recording activities and outcome data in line with agreed assessment and evaluation procedures.
  + thinking strategically about their geographical areas: the location of community hubs, the development of peer support, opportunities for local marketing and promotion, recruitment and management of local volunteers.
  + following organisation policies and procedures
  + working together as a team to share knowledge and best practice
* Team planning, including managing schedules to ensure resource centres and community hubs are staffed during advertised opening hours, phones are covered, and any leave or absences are covered within the team.

## Technology Support Service

* To lead our work in Wiltshire designed to encourage and enable more sight impaired people in the region to improve their quality of life through digital connectivity.
* With the support of our Volunteer Coordinator, recruit and retain a team of Tech Volunteers across the county.
* Train, support and deploy Tech Volunteers to deliver advice.
* With the support of our Marketing & Communications Officer, reach potential beneficiaries using appropriate marketing mechanisms and tools.
* Plan and organise ‘discovery’ sessions for clients to try out a range of different devices.
* Plan, organise and deliver digital training courses using prepared material.
* Work closely with our partner Technology Support Service leads in Bristol and Cheltenham to ensure lessons learned are shared, and good practice is replicated across the region.
* Ensure that all monitoring data is accurately captured, and appropriate electronic records are stored on the charity’s database.

## Other responsibilities:

* Compliance with organisational policies and practices, and attendance at learning & development sessions and organisational meetings such as all-staff meetings as required.
* Any other duties as required by the organisation.

# Person specification

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|  | **Essential** | **Desirable** |
| **Experience & Qualifications** | * Providing information, advice & guidance * Working in a caring profession. * Using a range of digital tools for communicating, collaborating, managing information, accessing services, and problem solving. * Teaching, training, **or** facilitating groups | * Line managing others * Working with people with disabilities * Working with volunteers. * Using an assessment framework. * Teaching digital technologies. |
| **Knowledge & understanding** |  | * Understanding of the needs of people with sight loss. * Knowledge and understanding of the use of Assistive Technology and digital accessibility tools. |
| **Skills & abilities** | * Excellent interpersonal and communication skills * Ability to build and maintain effective working relationships with colleagues, clients and outside agencies. * Ability to support and motivate a staff and volunteer team. * Well organised with an appreciation of the importance of forward planning and working to deadlines. * Ability to work on own initiative and liaise with Line Manager as and when required. |  |
| **Personal qualities & competencies** | * Self-motivated. * Strong team player who places emphasis on building open and supportive relations and working by example. * Personal commitment to equal opportunities & anti-discriminatory practice. * A commitment to empowerment. * Patient and gentle teaching manner. * Clear written and spoken communication skills. * Ability to travel around the area. |  |

Wiltshire Sight and Sight Support West of England are committed to quality, equality and valuing diversity, and welcome applications from all backgrounds. As sight loss charities, we particularly encourage applicants who are visually impaired to apply.

Please note, this post is subject to a DBS check.

To apply for this post please send a CV and a covering letter outlining your suitability for the post to info@wiltshiresight.org. Please title your email ‘Application for Advice Team Manager’.

# End of document

Tel: 01380 723682 Email: info@wiltshiresight.org

Wiltshire Sight is a registered charity: 1119462.

Registered Office: St Lucy’s Sight Centre, Browfort, Bath Road, Devizes, Wiltshire, SN10 2AT.