



# Tech Support Assistant

Join us at East Sussex Vision Support

Thomas Pocklington Trust (TPT) and RNIB are collaborating with charities in the sight loss sector to create new opportunities for blind and partially sighted people to find employment through the Get Set Progress Internship programme. East Sussex Vision Support is delighted to be offering an internship as part of the Get set Progress scheme.

This organisation is committed to supporting people challenged by sight loss. We aim to enhance the lives of those with vision impairment and expect all staff and volunteers to share this commitment.

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What are the benefits of a Get Set Progress internship for me?

**As part of your 9 month internship you will gain the following:**

- **obtain valuable work experience within the charity sector**
- **Training opportunities**
- **A mentor offering support, advice and guidance throughout**
  
- **help deliver positive changes for people with sight loss**

**As part of the GSP Internship programme, you will also be enrolled onto the TPT Employment Programme, where you will gain employment support, guidance and advice from their Employment Team, skills obtainable are:**

- **CV writing**
- **Job searching**
- **Cover letter and speculative letter writing**
- **Application form writing**
- **Interview techniques**

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## Job description

Role: Tech Support assistant for Brighton and Hove

Reporting to: Daniel Brookbank CEO

Location: Home Based but with travel within the city of Brighton and Hove

Salary: **Based on Living Wage Foundation rates**

Contract type: **Fixed Term 9 months, full time 21 hours per week**

### Job purpose:

ESVS are looking for a tech specialist to deliver support to our clients on a one to one basis across the city of Brighton and Hove. Many of our clients are starting to use more complex pieces of equipment and find the challenge of their sight loss makes accessing it more and more difficult. This role will enable people to use modern IT equipment confidently and enable them to live a more independent and fulfilling life.

We are looking for a positive, caring and outgoing person who can deliver the service for us. You will need to be mobile, happy to visit people in their homes, not be afraid of modern tech and able to demonstrate with confidence and reliability.

### Key areas of responsibility

- Provide a one-to-one service face to face and over the telephone
- Demonstrate all types of modern technology with confidence
- Assist clients to install hardware and software as appropriate
- Plan visits to ensure clients are confident and able to use the tech they have

- Advise clients on the best tech to suit their needs and assist them in purchasing
- Follow up calls and visits to ensure that the client is getting the best out of their tech
- Assisting other departments within ESVS as required
- Occasionally support the A&E Officer in relation to the Outreach Vehicle
- To be self-supporting in respect of administration
- To participate in team meetings
- To undertake any other tasks commensurate with the post
- To undertake available training opportunities and show commitment to continuous development, to maximise your potential and ensure the efficient and effective delivery of the organisation's services

## Person specification

### The successful applicant will possess the following skills:

#### Essential criteria

- Lived experience of sight loss
  - Empathetic with disabled people, especially those with vision impairment
  - A strong understanding of computers and modern tech
  - Excellent inter-personal skills
  - Ability to convey and receive information accurately
  - Ability to organise and prioritise work
  - To maintain high standards at all times
  - Adequate numeracy skills

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## What to do next

### To Apply

Please send a CV along with a covering letter making sure you cover the following:

- Your lived experience
- How you fulfil the key tasks and the person specification
- What assistance with travel you will require
- Any other information you feel will add weight to your application

Send your documents to [daniel@eastsussexvisionsupport.org](mailto:daniel@eastsussexvisionsupport.org)

Closing date: 31st October 5pm.

## About ESVS

### Terms and Conditions

The terms and conditions that are specific to this post are provided below.

**This post has a Genuine Occupational Requirement that the successful applicant be a blind or partially sighted person in line with The Equality Act 2010**

### Salary

The salary for this post is £9.90 per hour.

### Contract

This contract is a 9 month contract. The position is for 21 hours per week. These would normally be worked on Monday, Tuesday and Wednesday.

### Annual Leave Entitlement

Your annual leave for the post is 5 weeks (part of which is to be taken over the Christmas period). The annual leave year runs from the 1st January. The annual leave entitlement excludes public holidays. For part time staff, entitlement is calculated proportionately to the full time equivalent, based on the number of hours you work. Please note that annual leave will need to be taken at the same time as the Aids and Equipment Officer.

### Working Hours

This role will require some flexible working, including the possibility of occasional weekend or evening work, for which TOIL would be allowed. The organisation has a range of flexible working incentives to help you balance your work life commitments. What is available to you is dependent on the service you provide and the times you are required to provide this service. Your manager will discuss this with you before you commence employment.

### Sick Leave

Less than six

Months service      Statutory Sick Pay

After six months

Service

2 weeks full pay

1 week half pay

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### Maternity/Paternity Leave

These are in accordance with current statutory entitlements.

### Employment Checks

All employment offers are subject to a completed enhanced DBS check.

### Appointment Details

If appointed to the post, you will be required to complete a DBS (Data and Barring Service Check). Please note that having a criminal record does not automatically mean that an offer of appointment will be withdrawn.