**Job Description**

**Technical Officer - Bristol**

**Job Title: Technical Officer (liaison and promotion)**

**Location:** Bristol

**Line Manager:** CEO

This is an exciting opportunity to help CfD grow our equipment service for Deaf and Hard of Hearing People. We welcome applications from people who have experience of working with or supporting deaf people and those with marketing skills who would like to use these skills in a new area.

**Job Aims:**

* To provide an Information and Advice Service for equipment for deaf and hard of hearing people (service users) living in Bristol.
* To market and promote the Equipment Service and increase number of referrals.
* To utilise the website and social media to promote CfD’s services.
* To provide and install equipment for deaf and hard of hearing people in the Bristol area.
* To conduct a thorough assessment of need and eligibility for service users.

**Terms and Conditions:**

* This is a part-time position of 2.5 days a week (18.5 hrs).
* Involves some evening and weekend work.
* Post fixed term with possibility of extension (subject to funding).
* Salary £18,000 - £22,000 per annum depending on experience.

**Main tasks:**

1. To make use of Facebook, Twitter and other social media to promote the service.
2. To develop and maintain the website as a marketing tool and source of information.
3. To assist in developing a marketing strategy highlighting marketing tool to increase numbers of referrals.
4. Assist with the development of leaflets and banners to promote the service.
5. To attend events and promote the services to visitors.
6. To develop and maintain strong networking opportunities with other organisations and service providers to promote the needs of clients and the work of CfD. To make presentations to potential service users and others to promote the service.
7. To accept referrals to the service and conduct a thorough needs assessment. To provide specialist equipment to Service Users in accordance with eligibility criteria.
8. Provide information and advice to Service Users living in Bristol, maximising their choice and control to ensure they live independent lives.
9. To carry out deliver and install equipment, and provide training to the service users, working to best practice guidelines. This will usually be done by travelling to the service user’s home.
10. To record regularly on CfD’s CharityLog database and in paper files information and statistics reflecting work done, outputs and outcomes.
11. To manage case work and referrals within agreed timescales.
12. To work with the CEO and other staff throughout CfD’s operations to help increase the Charity's profile within the local community.
13. To prepare and present monthly reports on work undertaken in a timely manner at the end of each month.

**General.**

1. To share in agreed staff development policies by receiving regular supervision and annual appraisals
2. To develop an agreed personal training plan and carry this out using internal and external training as required.
3. To attend meetings and provide support at CfD awareness and information days as and when required
4. To participate in fundraising activities when required.
5. To adhere to and promote CfD’s policies and standards, especially the Equal Opportunities, Health and Safety and Total Communication policies.
6. To occasionally work unsociable hours and undertake travel as necessary and when agreed.
7. To act as an ambassador for CfD promoting a positive and professional image and attitude at all time.
8. To support the CEO and other CfD staff in achieving the aims of CfD and carry out such other relevant duties as may be agreed.
9. To coordinate and manage own Access to Work support (if needed).
10. To undertake any other duties as reasonably required or requested by line management

**Note:** The final interpretation of this job description rests with the CEO in consultation with the Board of Trustees and the jobholder. It will be reviewed in the course of supervision meeting and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other work with CfD as time permits and by agreement with the CEO.

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| CRITERIA | ESSENTIAL | DESIRABLE |
| **Qualifications** | Educated to A-Level standard, including Maths and English GCSEs | Relevant professional qualification |
| **Knowledge, skills and experience** | Knowledge and understanding of the voluntary sector and sympathy with the objectives of CfD. |  |
| At least 1 year experience of working in Equipment or Marketing Sector | Experience of working with deaf and/or hard of hearing people |
| Some knowledge of specialist equipment for Deaf and Hard of Hearing people | Experience of working closely with Service Users and explaining complex issues clearly |
| Ability and confidence in public speaking to varied audiences, including presentations | Experience of inputting data within a database system |
| Experience of producing reports | Understanding of the social model of disability |
| Expertise in identifying, and researching new products and liaising with suppliers | Knowledge of Smart Tech and ability to explain clearly to non users |
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| **Skills and Abilities** | Knowledge of social media such as Facebook and Twitter.  Knowledge of marketing and promotion of services. | Researching and identifying equipment. |
| Clear, concise and creative written communication skills appropriate to a range of documentation, with attention to detail. |  |
| Experience of positive team working and team participation, but also comfortable with periods of lone working. | Ability to plan, priorities and manage several Service Users simultaneously from start to finish, including meeting demanding timescales and dealing with conflicting priorities. |
| Tact, diplomacy and sensitivity. |  |
| An understanding of issues related to people who are deaf and hard of hearing. |  |
| To be able to demonstrate a flexible approach to work. |  |
| Excellent IT skills, including Word, Excel and Access. | Understanding of the Data Protection Act as it applies to small charities. |
| Able to travel in and around the Bristol area. | Some knowledge of marketing and promotions of services. |

**Signed (Job Holder):**

**Date:**

**Signed (CEO):**

**Date:**