JOB PROFILE

POST IDENTIFICATION: Technology Empowerment Coordinator

REPORTS TO: Head of Charity Services

JOB PURPOSE: The Charity is launching a dynamic, grant-funded programme to develop our technology empowerment offer for those we support. As **Technology Empowerment Coordinator**, you will work with the team to develop and deliver inclusive, community-based and sustainable technology services by coordinating staff and volunteers to deliver a comprehensive and pro-active technology offer. You will also work with partner organisations to maximise our impact in Surrey and share our learning beyond the county as part of national networks.

Key Responsibilities

1. Service Delivery & Coordination

- Coordinate the delivery of assistive technology training and support, working closely with the **Access Technology Trainer**, **AI Trailblazer and team of Tech Buddy volunteers**.
- Provide oversight and structure to ensure high-quality, people-focused services, identifying ways to maximise our impact.
- Identify the needs of the people we support, streamline referrals, and ensure appropriate follow-up and impact measurement through data collection management.

2. Volunteer Engagement & Development

- Work collaboratively with the **Volunteer Coordinator** to recruit, train, and support volunteer Tech Buddies, delivering tech support in the homes of people we support, and in the community.
- Support to build a robust Tech Buddy volunteer workforce
- Provide volunteers with ongoing technology support, resources, and guidance to ensure consistent and high-quality delivery, including working with partner organisations to identify collaborative opportunities for volunteers in digital confidence and digital literacy based roles.

3. Innovation and Partnerships

- Stay informed on assistive technology and AI trends, tools, and best practices for people with sensory loss.
- Represent the Charity in sector networks (e.g., TAVIP, Visionary, Surrey Coalition, Online Centres Network), sharing insights and learning.
- Support local partners and community organisations in enhancing group tech support offers.
- Identify sustainable models to enhance our provision of technology equipment where this is a barrier for those, we support through the National Device Bank.

4. Training & Resources

- Support with the creation of accessible, engaging training content—including workshops, written guides, and digital resources.
- Collaborate with the AI Trailblazer and Assistive Tech Trainer to ensure materials are practical, inclusive, and up to date.
- Promote digital confidence across the client base through structured learning and drop-in sessions.
- Lead webinars or small group information sharing sessions where this is appropriate.

5. Monitoring & Reporting

- Implement and manage impact measurement tools to track digital confidence, digital literacy and wellbeing outcomes.
- Work with the **Digital Storytelling Officer** to collect case studies and showcase the real-world impact of the programme.
- Provide clear, timely reports for internal evaluation and external funders, aligned with grant milestones.

6. Internal Development & Support

- Help embed knowledge and confidence around digital tools across the Charity, including the ability of staff to provide basic technology advice to the people they are supporting. Handle telephone and in-person enquiries from people we support, and external agencies with professionalism, patience, and care.

Competencies Required:

1. Strategic and Operational Management

Demonstrates a clear understanding of the Charity Strategy and how their work supports the wider mission of the organisation. Anticipates and responds effectively to the daily operational needs of a busy service. Attends team meetings and contributes proactively to both individual and team objectives. Makes thoughtful, informed suggestions to enhance service delivery.

2. Inspiration

Works collaboratively with colleagues across the organisation to develop creative, efficient, and high-quality approaches to service delivery. Demonstrates a positive and motivational presence within the team, promoting best practice in enabling and empowering the people we support.

3. Making Things Happen

Establishes clear plans and priorities, managing time and resources effectively both independently and in coordination with others. Tackles challenges with a patient, consultative, and problem-solving approach. Builds productive relationships with internal teams, external partners, volunteers, and service users.

4. Communication

Communicates clearly and appropriately with all stakeholder's, ensuring information is shared in a timely and effective manner using suitable channels. Maintains accurate records and uses IT confidently to produce and manage data. Listens attentively and responds with empathy and professionalism.

5. Developing Others

Supports the learning and development of colleagues and volunteers by sharing knowledge, skills, and expertise. Encourages confidence in others and contributes positively to creating a learning environment within the team.

6. Managing Change

Demonstrates a proactive attitude towards continuous improvement and service development. Adapts positively to new ways of working, embracing changes in technology, process, and service delivery. Reflects on the impact of change and provides constructive feedback to support further improvement.

7. Personal Impact

Makes a strong and positive impression through professionalism, credibility, and a commitment to high standards of care. Acts with integrity and is open to ongoing personal and professional development to meet evolving needs within the service.

8. Person Centred Approach

Places the needs of the people we support at the heart of their work. Builds trusting relationships, ensures people are informed and supported, and responds promptly and effectively to feedback or concerns. Signposts to additional services where appropriate to maximise our impact and to provide holistic support.

9. Use of Information Technology

Uses IT systems confidently and proactively in all aspects of their role. Ensures records, referrals, appointment systems, and resource inventories are accurately maintained and appropriately shared within the team.

PERSON SPECIFICATION
Essential:
- Experience delivering / coordinating services, ideally digital inclusion or technology-based support, for individuals with sensory impairments or disabled people.
- Strong understanding of assistive technology and AI applications in accessibility contexts.
- Proven ability to use MS Office, and database applications, CRM systems
- Proven ability to manage, coordinate, or support teams—paid or voluntary—in a service delivery setting.
- Excellent communication skills, including ability to produce accessible learning content.
- Commitment to equity, co-production, and empowering people with lived experience.
- Ability to travel across Surrey regularly, occasionally with technology equipment or promotional material.
- Ability and willingness to work from our main office hub in central Surrey (Fetcham)

Desirable:
- Personal or professional experience with sensory impairment or disabled people.
- Experience working in or with community hubs, outreach settings, or multi-agency partnerships.
- Familiarity with data collection tools and impact measurement tools
- Awareness of VCSE sector organisations and networks, and an understanding of how they support the wider health and care sector.

- Knowledge of local and national technology/digital inclusion services, and referral pathways.

Working Environment:

The post-holder will be based primarily at our offices, Rentwood, School Lane, Fetcham, Surrey, KT22 9JX. Flexibility is essential, as occasional visits to other sites across Surrey will be required in line with the needs of people we support, or organisational requirements.

Physical Requirements/Effort:
The role involves travel across the county; therefore, the post-holder must be physically able to undertake site visits and transport equipment where necessary.

Organisation:
A full induction will be provided upon appointment, introducing the post-holder to the Charity's mission, structure, policies, and procedures.

Ongoing support and training opportunities will also be available to support continuous professional development.

Benefits
- A generous annual leave allowance (full time annual leave entitlement is 28 days per annum, plus bank holidays).
- Investment in your development, with training opportunities available.
- Access to an Employee Assistance Programme.
- Pension contributions matched up to 6% using the Pensions Trust.
- Annual flu vaccinations and an eye test every two years with a contribution towards work related glasses.
- A growing range of other staff benefits.
- A fun and friendly team!

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