

**Role Purpose: LifeTech Officer - Assistive Technology Support Officer (For Deaf and Hard of Hearing People)**

The LifeTech Officer plays a key role in supporting the delivery, implementation, and maintenance of assistive technology solutions, tailored for individuals who are Deaf, Hard of Hearing, or experience Tinnitus.

**Key Responsibilities**

**Assistive Technology Support:**

- Provide technical support and training on life technology products for people who are Deaf or Hard of Hearing with the support of the technology lead Community Resource Officer.
- Provide hands-on setup, configuration, and troubleshooting of assistive technology devices and systems (e.g., hearing loop systems, alerting devices, amplified phones, streamers, and speech-to-text apps).
- Support clients in selecting and using appropriate solutions based on individual needs and environments.

**Client and Stakeholder Engagement:**

- Collaborate with partners, including interagency, healthcare providers, and manufacturers. Ensuring the effectiveness and accessibility of products to enhance technology offerings for the Deaf and Hard of Hearing community.
- Offer tailored guidance and training to clients, families, and service providers.
- Sales Order and Returns Processing
- Process and manage sales orders within Sage, ensuring accurate entry of customer details, product information, and pricing.
- Handle customer returns and refunds, ensuring accurate record-keeping and prompt resolution.
- Generate sales and returns reports using Sage.
- Work with the IT and finance teams to manage Sage, and troubleshoot any issues related to sales order processing, and returns management.

**Marketing:**

- Develop and implement marketing strategies with the Assistive Technology Manager to promote Assistive Technology solutions for the Deaf, Hard of Hearing communities and people with Tinnitus.
- Collaborate with the Assistive Technology Manager to create targeted campaigns highlighting products for the Deaf and hard-of-hearing community and products for people with Tinnitus.



- Maintain an active online and offline presence, including attending industry events, workshops, and expos.

#### **Online Shop:**

- Oversight of the online shop, ensuring it offers a user-friendly experience for customers.
- Ensure all assistive technology products are listed accurately with updated descriptions, specifications, and pricing.
- Manage inventory levels for the online shop, coordinating with suppliers to ensure timely restocking.
- Respond to customer inquiries and support needs related to online purchases, offering timely technical assistance when necessary.

#### **Stock Management:**

- Manage stock levels across all locations, ensuring products are consistently available for both online and office-based needs. Maintain accurate records and conduct regular inventory audits.
- Oversee the efficient packing, shipping, and distribution of products nationwide, ensuring timely delivery to customers and offices. Work closely with logistics partners to track shipments and resolve any issues.
- Streamline processes to improve product flow and minimise delays. Implement strategies to optimise storage space and improve order processing times.
- Complete full stocktakes on a monthly basis.
- Any other duties as directed by management to support the team and organisational goals

#### **Essential Criteria:**

- 2–3+ years' experience in assistive technology, disability services, healthcare technology support, IT support, or a related field
- Experience providing technical support and training to end users.  
Experience managing orders, stock, or customer service processes.  
Strong IT literacy and ability to learn new technologies
- Strong communication skills,
- Practical experience supporting assistive devices or relevant software.
- Commitment to inclusive service delivery and disability access principles.

#### **Personal Characteristics:**

- Commitment to the delivery of quality services to Chime service users and their families.
- A team player who is highly motivated.
- Excellent organisational skills.
- Excellent communication skills.



- Ability to work autonomously, acting on own initiative and consulting where appropriate
- Ability to work under pressure and to make decisions in consultation with the line manager when appropriate, and an ability to engage in reflective practice.
- To be committed to adhering to best practice and be innovative and open to change, accepting coaching and feedback on an on-going basis.

**Desirable Criteria:**

- Possess a knowledge and awareness of issues relating to Deaf, Hard of Hearing and Tinnitus.
- Familiarity with accessibility standards and inclusive technology.
- Qualification: Minimum level 5 in IT, Assistive Technology, Disability Studies, Healthcare Support, Community Development, or a related discipline.

**Other Benefits:**

- Competitive DC Pension
- Employee Assistance Programme
- 25 Days Annual Leave + Birthday Leave
- Bike to Work Scheme
- Employee Assistance Programme