

Hertfordshire County Council Job Outline



JOB TITLE: Specialist SEND Technician
GRADE: H7
REPORTS TO: Educational Audiologist
TEAM: Integrated Services for Learning
DEPARTMENT: Children's Services

Purpose of the Job

To deliver high quality, specialist technical support to children with a hearing impairment (HI), vision impairment (VI) or physical disability (PD) to enable access to the curriculum.

Main Areas of Responsibility

To carry out a range of tasks to support ISL, SENDSAS Specialist staff including;

- Being the first point of contact for schools, providing advice, guidance and possible solutions when equipment fails.
- Checking requests for equipment are appropriate, accurate and meet criteria
- Stock taking, collating orders and sending purchase requests
- Co-ordinating repairs and checking equipment when returned from repair
- Ordering consumables and ensuring specialist staff have stock available
- To carry out the delivery, installation and maintenance of all specialist ICT hardware, software and specialist resources for children and staff working with them
- Providing advice, guidance and possible solutions when equipment fails
- Producing loan/insurance letters for schools
- Providing training to educational setting on how to check and maintain hearing technology

To support the implementation of highly specialist technology, such as: Braille technology, adapted text, voice output software, electronic formats, computers, tablets, sign graphics, iPods, mp3/4 players, as well as knowledge of interconnectivity with ICT, Assistive Listening Devices (hearing aids, digital personal radioaid systems, sound field systems)

To maintain an appropriately professional relationship with ISL and school staff providing positive support and listening to /acting on concerns if necessary.

To carry out remote repairs or updates of software.

To develop and maintain databases, monitoring all equipment and software, ensuring the maintenance of software updates and supply of spares are readily available/accessible to use across the county, and that workshop/resource bases are kept fully resourced, maintained and organised.

To monitor and upgrade software licences, liaising with school IT staff.

To update databases, spreadsheets and relevant systems as required, provide basic reports and assist in compiling information such as inventories of Assistive Listening Devices and other specialist SEND equipment issued and used throughout the County.

To ensure all activity is accurately recorded to agreed standards, so that all activity can be reported and monitored.

To undertake administrative duties such as filing, scanning and photocopying and deal with general matters including correspondence and invoices, in line with local procedures.

To manage commitments avoiding scheduling conflicts and arrange meetings with specialist staff and procurement officer as necessary.

To respond to communications and queries from schools and colleagues in an appropriate manner, escalating issues as required.

To demonstrate HCC Values and Behaviours

- Being citizen focused
- Making sure every penny counts
- Acting with integrity
- Getting things right and learning from experience
- Continuing to innovate

To ensure all activities take account of and promote the Council's equalities and diversity agenda.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Knowledge and Experience

- Knowledge of Inclusive Technology for CYP with either HI,VI or PNI and willingness to train to extend knowledge and expertise further to achieve a broad overview of the needs of pupils with these impairments.
- Proficient in Microsoft Office packages.
- Appropriate qualification in IT
- Knowledge of Braille, audiology and assistive technology would be advantageous but training can be provided.
- Experience of providing technical advice and support to others.
- GCSE English and Maths
- Willingness to undertake additional training such as a BTEC Hearing Care Assistant course – Mary Hare

Skills & Abilities

- Ability to problem-solve and troubleshoot technical equipment and perform ongoing repairs where necessary or willingness to train
- Skills to analyse, identify and resolve new firmware and compatibility issues
- Ability to sort licences and apply password protection where necessary
- Willingness to research and identify software compatible with schools network environments that significantly improves and enables access to school resources for children provided with specialist software to meet their special educational needs.
- Willingness to keep up to date with innovations with potential to improve the quality of learning for pupils with disabilities Good literacy, numeracy and IT skills and ability to follow policies and processes.
- Ability to communicate with young people of different ages and abilities and respond to individual needs and promote independent learning.
- Ability to prioritise own workload, to work effectively within a team as well as work on own initiative
- Commitment to inclusion and equalities
- Ability to maintain appropriate levels of confidentiality and data protection
- An understanding of and commitment to safeguarding and promoting children's welfare.
- Ability to lift and transport specialist SEND IT equipment such as laptops and CCTVs or make arrangements to do so safely

- Ability to travel to various locations within the county and have the use of a car to do so.