Job Description

Job Title: **SEN Technology Trainer**

POSCODE: **CCC2507**

Grade: **Scale 5**

Overall purpose of the job

The need for assistive technology for children and young people with special educational needs within education continues to grow. Assistive technology is now an essential tool for children and young people with additional learning needs and it plays an intrinsic role by empowering them through the use of tools to enable communication, learning and supporting their overall independence.

The main purpose of the role is to provide high quality support to the SEND Technology Advisor and deliver bespoke training and support to children and young people with special education needs (up to the age of 25), in the use of the software applications specifically designed to support their additional needs. The training will need to be delivered in a seamless, engaging way which meets learners' needs to break down any barriers they face with their education and daily life in a supportive and inclusive environment.

Main accountabilities

Please list the accountabilities in descending order of priority.

	Main accountabilities
1.	To provide one to one SEND Specialist (software and application) teaching/training using a blended approach via remote sessions and in person to service users. To ensure remote and face to face training is high quality, engaging and in line with the service's expectations to ensure the service user is fully educated on the software and how to use is as effectively as possible.
2.	To read and interpret EHCP and Technology assessment reports to inform how training is delivered to children and young people with a range of Special Educational Needs. Liaise with the SEND Technology Advisor to ensure that the delivery meets the service users needs.
3.	Travel to different educational settings within the East of England to deliver training to learners', settings include homes, schools and colleges. Develop positive working relationships with stakeholders, uphold Ed ICT's expectations of service delivery and represent the service in a professional capacity when working within these settings.
4.	Organise, prepare, and identify clear outcomes for every training session with support from the SEND Technology Advisor, ensure open lines of communication in case there is a need to escalate any issues.
5.	Ensure communication both verbally and written is clear and concise to both the service user and their parent(s) or carer(s). Have a good understanding of service users needs and identify the best way that information can be delivered with support from the SEND Technology Advisor.
6.	Adapt and keep up to date with new software and updates to ensure an excellent experience for end users

7.	To apply appropriate accessibility settings on a range of devices for the user to access their curriculum
8.	To gather feedback on training from students and staff and ensure it is shared with the SEND Technology Advisor.
9.	To develop training materials both online and in person which are suitable for learners and consider their needs e.g. if the user is visually impaired the training materials will be shared in brail
10.	To maintain information on ConnectWise (customer relationship system) as per service specifications, such as updating, raising, scheduling, and closing tickets within the service's SLAs
11.	To liaise with key stakeholders to arrange SEND technology assessments and training within the expected time frames. Ensure the SEND Technology Adviser and Specialist Practitioners calendars are up to date and include travel times where it is necessary to do so
12.	Liaising with other service teams to ensure the correct set-up of hardware and software for service users before equipment is dispatched
13.	To monitor the repair of equipment procedures to ensure equipment is returned to the end user, dealing with, and resolving any problems that may arise from this
14.	Other duties which might reasonably be expected from the postholder as requested by the SEND Technology Advisor
15.	Produce and contribute to reports as required by SEND Technology Adviser to evidence performance and quality feedback from stakeholders with a view to improving the service where needed, and celebrating success.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

October 2020

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job - overseas equivalents will be recognised.

(Please note for some roles you may be required to register with a professional body e.g. Social Work England that have specific rules in relation to overseas qualifications).

Qualifications Required	Subject	Essential/ Desirable
	English and Maths GCSE A-C or equivalent	Essential
	High Level Teaching Assistant (HLTA) Certificate	Desirable
	Level 4 Advanced Skills for Teaching Asisstant (SEND focus) certificate	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Child Development and SEND	In depth knowledge and understanding of children and young people with SEND	Essential
Safeguarding	Understanding of safeguarding policies and procedures	Essential
Software	Good level of knowledge of SEND technology and how this supports learners with special educational needs in assisting them with reaching their full potential	Desirable
Best practice	Experience of working with students with a wide range of special educational needs in a mainstream or special school setting	Desirable
Equality and diversity	In depth understanding of equality and diversity, working in an inclusive environment where every individual feel welcomed

Experience of inclusive education and how technology can assist in facilitating this | Essential |
GDPR	Good understanding of data protection, GDPR and how to manage and work with highly sensitive information and data	Essential
Skills		
Communication/ Interpersonal skills	Excellent oral and written communication with the ability to adapt to learners needs. Excellent presentation and delivery skills. The ability to communicate with a range of stakeholders to ensure the best outcomes for service users	Essential
Organisational Skills	Able to maintain high levels of performance under changeable and challenging conditions and have excellent time management skills	Essential

Customer Engagement	Able to work with a wide variety of staff, including headteachers, teachers, school administrative staff and Council officers	Essential
Solution focused	Solution focused approached when dealing with situations that can become challenging. The ability to manage stakeholders' expectations and deliver excellent high-quality service.	Essential
ICT Skills	Skilled in the use of SEND technology and be efficient as learning unfamiliar software and hardware. Skilled in the use of a variety of software packages including Microsoft Office, particularly the "365" suite of products including Microsoft Teams	Desirable
Flexible approach to new ways of working	Embrace change within a progressive in a commercial environment. The ability to be flexible and adapt approach to suit learners needs.	Essential
Experience		
SEND / Education	Experience of working with children with SEND across at least 2 Key Stages in a school or educational setting.	Essential
Administration	General administrative experience using systems and Microsoft applications	Essential
Service delivery	Experience of working independently on agreed programmes, to plan and liaise with other services, school staff, parents, and carers	Essential
Presentation and training	Experience of organising and running training sessions for staff and service users	Desirable
Emotional Intelligence	Have a high level of emotional intelligence to understand the challenges that parents/carers and leaners face	Essential
Travel	Ability to travel within Cambridgeshire and the surrounding region	Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding *(include for roles working with children/vulnerable adults)*	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Cambridgeshire County Council

Disclosure level		
What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

October 2020