



Specialist Equipment Service Adviser

PERSON SPECIFICATION

QUALIFICATIONS

Essential

A qualification that is relevant or transferable to the post and elements of the job description (e.g. in administration, business, IT, A/V installation, or another relevant field)

Desirable

1. Certificate in British Sign Language**

EXPERIENCE

Essential

Experience of providing direct advice and guidance to individuals and organisations

Experience of working in a sales/commercial environment, with the ability to generate leads & make sales

Desirable

1. Experience of working with deaf* people
2. Experience of working with technology and/or equipment, including installations
3. Dealing with, and producing, statistical information
4. Developing and implementing business plans

KNOWLEDGE

1. Knowledge and understanding of the issues and barriers faced by deaf people in day to day life, and how to overcome them
2. The role of equipment and technology in assisting deaf people, and up-to-date examples of such
3. Awareness of equal opportunities, discrimination and current developments affecting deaf people, including policy and legislative initiatives

ABILITIES

1. Excellent organisational, planning and scheduling skills in terms of managing work and meetings/appointments
2. The ability to keep abreast of equipment and technological updates and advances, and apply them to the role
3. Excellent communication skills, particularly in informing people of their entitlements and the options available to them
4. Be a supportive team member within a small team whilst being part of a larger organisation
5. Convey information in a manner appropriate to the target individual or audience and be able to listen and confidently respond to comments and queries
6. Create reports and work to targets
7. IT skills

OTHER REQUIREMENTS

1. Able to work occasional anti-social hours if required
2. Willingness to travel throughout Edinburgh and Lothian, and beyond on occasion if so required

**deaf should be taken to refer to Deaf Sign Language users, deafened, hard of hearing, and Deafblind people.*

***It is expected that all staff will successfully obtain a Level 2 BSL qualification within two years of appointment. Training will be provided.*