



Digital Assistant

Sense Ability Matters

(Application Pack)

About Sense Ability Matters

SAM is here for adults across South Tyneside and Gateshead who have a sensory impairment, are disabled, or live with a long-term health condition. We ensure people have choice and control over their lives and help others better understand the needs of people with sensory loss.

Our vision is for disabled people and those with sensory loss across the region to feel informed, empowered and resilient. We're working towards that by:

- Giving people the tools they need to live independently and make positive decisions.
- Helping people build resilience and wellbeing when times are tough.
- Making sure everyone can access clear, reliable information, advice and guidance.
- Pushing for positive change locally, regionally and nationally on behalf of our community.

Each person receives tailored support, designed around what they need and when they need it.

Our services include:

- Rehabilitation
- Enablement assessments
- Personalised support plans
- Information and advice
- Community and peer support
- Group activities
- Employment support
- Digital support

Digital Assistant

We have secured funding from the National Lottery Community Fund to deliver practical digital support, online safety guidance and confidence-building activities for disabled and sensory impaired adults across our communities. This partnership project with Newcastle Vision Support and Hartlepool Vision Support will help people get more from everyday technology, including smartphones, tablets, computers, apps, accessibility settings and trusted online services.

This is an excellent first step into an ICT career for someone who is hardworking, curious about technology and motivated by helping people. You do not need years of professional experience: we are looking for someone with strong digital skills, patience, good communication and a genuine willingness to learn. You will be supported by our Digital Officer and communities' team while gaining hands-on experience in ICT support, digital inclusion, accessibility, cyber safety and community-based project delivery.

As Digital Assistant, you will help people build the confidence and skills they need to use technology safely and independently. The role will support the following project outcomes:

- Deliver friendly, practical ICT support that helps people use devices, apps, email, video calls, online forms and digital services with more confidence.
- Increase awareness of online fraud, scams and cyber security, including how to spot risks, protect personal information and report concerns.
- Support people to use accessibility features such as screen readers, magnification, voice control, contrast settings and other tools that make technology easier to use.
- Help people feel more independent, informed and empowered in their everyday lives.

You will develop and deliver engaging digital activities for people with sight loss and other access needs. This will include one-to-one support, small group sessions and drop-in advice covering everyday ICT skills, mobile phones, tablets, PCs, apps, online services, accessibility features and online safety. The role is practical, people-focused and varied, making it ideal for someone who wants to build confidence and experience while starting a career in ICT.

How to Apply

If you are interested in this role please email your CV and a supporting statement, of no more than 500 words, that highlights why you have the skills, knowledge and experience to be successful in this post.

Email: carol.mcallister@wearesam.org.uk

(Please ensure you include the Job title within the subject heading)

Closing date: 9.00am on 24th July 2026

Sense Ability Matters

Job Title:	Digital Assistant – ICT, Accessibility and Online Safety
Responsible to:	Project Coordinator
Responsible for:	n/a
Location:	Gateshead/South Tyneside
Salary:	£23,405
Hours:	35 hours per week

To provide practical, accessible and confidence-building ICT support for disabled and visually impaired adults, helping them use everyday technology safely, independently and in ways that improve their lives. The role offers hands-on experience in ICT support, digital inclusion, accessibility, cyber safety, communication and community engagement.

This role could suit you if you are:

- Starting out in ICT and looking for meaningful, practical experience.
- Confident using everyday technology and keen to keep learning.
- Patient, reliable and able to explain things clearly to people with different levels of digital confidence.
- Motivated by using technology to make a positive difference in your community.

Main Tasks

- Plan and support regular tech groups covering everyday digital skills, accessibility tools, online safety and useful apps.
- Run friendly drop-in tech surgeries where people can ask questions, practise skills and get help with digital problems.
- Work with local training providers to make digital learning more accessible for people with sensory loss or disabilities.
- Build positive relationships with partner organisations, training providers and community groups to share resources, referrals and learning.

- Carry out simple digital assessments to understand what support each person needs and agree clear, achievable next steps.
- Help create and share accessible resources, tips and awareness messages about digital confidence and staying safe online.
- Help recruit, encourage and support volunteer Digital Ambassadors to assist with workshops, drop-ins and one-to-one support.
- Signpost or refer clients to relevant internal and external services where additional support is needed.
- Keep clear records and produce simple updates on client progress, session activity, feedback and learning.
- Share learning with colleagues, volunteers and trainee workers where appropriate.
- Record project learning, feedback and good practice so the partnership can improve and share what works.
- Carry out other reasonable tasks appropriate to the role, grade and level of experience, with support and guidance where needed.

General

- To work as an effective member of the Sense Ability Matters team, contributing to all aspects of development, innovation and engagement, as may reasonably be required taking account of the nature and scope of the duties of this position. The staff team is structured to enable team members to work cross functionally depending on experience and skillset even if their primary assignment is not to that area.
- To work cooperatively in conjunction with other Sense Ability Matters staff/departments to implement the organisation's business plan.
- It is a requirement of all staff that they:
 - Work to support the values of the charity. These promote respect of service users recognising their skills and entitlement to choice, dignity and independence.
 - Work positively in support of the principles outlined in the organisation's Equality and Diversity Policy.
 - Assist in maintaining a safe working environment by attending training in basic and specialist health and safety as necessary, both on appointment and as changes in duties and the law require and to follow the requirements of the Sense Ability Matters Health and Safety at Work policy and any local codes of safe working practices.
 - Comply with the requirement of the charity's employment policies and procedures.

Special Requirements

The post will involve often working without direct supervision, occasional lone working and some working out of normal office hours.

A willingness to work in an environment with Guide Dogs is essential.

Digital support work will be delivered in a variety of locations, including service users homes, places of work, local community etc..... therefore, independent travel for work purposes and willingness to travel is required.

An enhanced DBS Disclosure is required for this post.

PERSON SPECIFICATION – Digital Assistant (Digital)

EDUCATION, TRAINING AND DIGITAL KNOWLEDGE

Essential

- Good standard of English and Maths, such as GCSE grade C/4 or above, functional skills or equivalent experience
- Confident everyday user of digital technology, including smartphones, tablets email, internet searching, video calls and common apps.
- Confident using Microsoft or Microsoft 365, especially Word, Outlook, Teams and basic spreadsheets.
- Interest in starting or developing a career in ICT, digital support, accessibility or cyber safety.

Desireable

- Any ICT, digital, customer service, volunteering, health and social care, accessibility or community support qualification or training.

SKILLS

Essential

- Able to explain digital tasks clearly and patiently to people with different levels of confidence and ability.
- Good communication skills, including listening carefully, asking helpful questions and writing clear notes.
- Organised and reliable, with the ability to manage tasks, turn up prepared and ask for support when needed.
- Willingness to learn new ICT, accessibility and online safety skills through training, practice and supervision.
- Able to solve simple digital problems by staying calm, trying practical steps and knowing when to ask for help.
- Basic awareness of online safety, scams, passwords, privacy and safe use of digital services.

Desireable

- Awareness of accessibility features such as screen readers, magnification voice control, captions or contrast settings.

EXPERIENCE

Essential

- Experience helping someone use technology, either through work, education, volunteering, caring responsibilities or everyday life.
- Experience working with people in a supportive, customer-facing, community, education, care, retail or volunteering setting.

Desireable

- Experience of supporting disabled people, people with sensory loss, older people or people with long term health conditions.
- Experience recording information accurately, using a database, CRM, spreadsheet or other digital record system.

ATTRIBUTES

Essential

- Hardworking, reliable and motivated to build a career in ICT while making positive difference to people's lives.
- Patient, respectful and able to encourage people who may feel anxious or unsure about using technology.
- High standard of honesty, integrity and confidentiality when working with people and their personal information.
- Commitment to equality, diversity, inclusion and accessible support for disabled people and people with sensory loss.
- Flexible, positive and willing to work as part of a team with volunteers and with partner organisations.