monmouthshire
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Come and join the team!

ADVERT

ROLE TITLE: Assistive Technology Installation Officer

ADVERT TEXT:

A fantastic opportunity has arisen to provide specialist administration and technical support in relation to the delivery of Assistive Technology (Lifeline) and Smart Technology installations provided by the Strategy & Sustainable Living Team. Our Service aims to offer Technological Solutions for our vulnerable residents to support their Health and well-being, thus enabling them to remain safely in their own homes.

You will not only support vulnerable individuals and their families, but also, colleagues within the Strategy and Sustainable Living Team and frontline integrated Social Care Staff.

POST ID:	SHS 216
LOCATION:	County Hall Usk
GRADE:	BAND SCP F £33,119 - £35,570
HOURS:	**22.2** Hrs Per Week
TEMPORARY:	Fixed Term (12 Months)
DBS CHECK:	Yes
CLOSING DATE:	**Friday 20th November 2026**

Additional Information:
Please note that we are not able to accept CVs

To apply for this post please complete the online application form which can be found on the following page:
https://www.monmouthshire.gov.uk/jobs-employment/

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.

- Autism aware and committed to removing barriers to employment
- committed to supporting young people who leave our care to access new opportunities and gain experience.

ROLE PROFILE

ROLE TITLE: Assistive Technology Installation Officer

POST ID: SHS 216

GRADE: BAND SCP F £33,119 - £35,570

HOURS: 22.2 Hrs Per Week

WORK PATTERN: To be agreed

LOCATION: County Hall, Usk which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens. The post-holder will be fully equipped to work on an agile basis and will need to work from home during the current pandemic.

DISCLOSURE AND BARRING SERVICE (DBS) CHECK:
Appointment to this post is exempt from Rehabilitation of Offenders Act and is subject to the following DBS check

Standard

RESPONSIBLE TO: Strategic & Sustainable Living Manager

WELSH LANGUAGE ASSESSMENT:

Welsh language skills are desirable;

STRATEGIC & SUSTAINABLE LIVING TEAM …..Who are we?

The team that is responsible for strategic housing and policy development and affordable housing provision. The team is also responsible for the provision of assistive technology, disabled adaptations, loan finance and tackling fuel poverty.

SAFEGUARDING:
Child and Adult Safeguarding are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-

being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

Our Purpose:-

To support the delivery of assistive and smart technology assessments and installations provided by the Strategy & Sustainable Living team.

The Purpose of this Role:-

- Responsible for the provision of technical assessments for assistive and smart technology for Monmouthshire County Council and Newport City Council

- Responsible for programming of equipment, re-programming and problem solving with out of the box thinking

- Responsible for the demonstration, installation and maintenance of assistive technology including Lifeline Alarm systems, environmental sensors, smart technology and gps monitoring devices

- Responsible for maintaining stock levels, decommissioning and decontamination of equipment

- Providing support and understanding of the use of assistive technology to individual users and their support network, colleagues and stakeholders, in particular Integrated Health and Social Care staff

- To be continaully aware of new assistive technology products available which are designed to support peoples health and well-being

- To regularily evaluate and measure the impact any assistive technology services have had on the lives of the people who have been supported in liason with Social Care and Health staff

- To develop relationships with colleagues, outside organisations, service users and their representitives; and to manage any emotional conflicts which may arise during the Process

- To cover duties of other team members during periods of absence

Expectation and Outcomes of this Role:- You will be someone who has a keen interest in, and knowledge of, assistive and smart technology and who will bring commitment and enthusiasm to the role. You will understand the importance of enabling people to live safely in their own homes.

Your responsibilities are:-

- Responsible for the provision of technical assessments, installations and maintenance for assistive and smart technology for Monmouthshire County Council and Newport City Council
- Plan and deliver all work requests to support the Service Level Agreement with Newport City Council for assistive and smart technology
- Responsible for the provision of technical assessments and installations, the programming of equipment, re-programming and problem solving on the job. Work with manufacturers to respond to concerns regarding technical issues and necessary work arounds
- Providing support and understanding of the use of assistive technology to individual users and their support network, colleagues and stakeholders, in particular Integrated Social Care Staff
- Responsible for the maintenance and decommissioning of equipment where necessary and appropriate
- Work in partnership with colleagues in Social Care and Health, neighbouring authorities and Care and Repair Torfaen & Monmouthshire to understand the assessed need of the service user
- Responsible for the testing of trial equipment prior to installation
- Maintaining assisitive technology database software in accordance with GDPR requirements and Data Retention rules
- Assisting with the data entry for producing monthly service key performance indicator reports
- Responsible for maintaining stock levels, decommissioning and decontamination of equipment
- Responsible for queries, comments and complaints from service users, Social Care and Health colleagues and referrers
- Responsible for raising financial orders for equipment and monitoring costs
- Raising of installaiton and monthly invoices as required

- Responsible for monitoring debt and income recovery and regular meetings with Sundry Debtors, to minimise debt

- Promotion of the AssistiveTech service and use of social media, individual promotions, mail shots etc

- Assist Digital Coach with any new Software provision to improve and respond to service demands

- To proactively demonstrate how assistive and smart technology is benefiting and making a difference to individuals, the community and the Council. A wide use of formats is required to demonstrate this e.g. use of statistics, case studies, photographs, videos, newsletters etc.

- Take responsibility for managing own performance and to produce and maintain regular performance reports reflecting level of assessments and installations

General

1. To undertake where necessary other duties as which are commensurate with the post-holders grade and level of responsibility.

2. To understand and be familiar with the Council's Safeguarding Policy and support and contribute to its delivery, including undertaking Safeguarding training.

3. To maintain safe working practices for itself and others in accordance with the Council's policy statement on Health & Safety at Work.

4. To actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.

Here's what we can provide you with:-

The necessary management and support to complete the expectations and outcomes of the role. Assitance in developement of skills and regular employee reviews to disucss progress, development and future objectives. Ability to work on an agile basis accross Monmouthshire with laptop, phone and mobile applications.

What else you need to know…..Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility:	We aspire to be flexible in our thinking and action to become an effective and efficient organisation.
Teamwork:	We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.
Kindness:	We will show kindness to all those we work with, putting the importance of relationships and connections we have with one another at the heart of all interactions

And this role, will work with Monmouthshire to achieve these.

In addition:
All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

Requirements	Weighting	How Tested
Education/Qualifications/Knowledge		
Educated to a good GCSE standard	Medium	Application form/interview
Knowledge, interest and experience of working with assistive and smart technology	High	Application form/interview
Knowledge of Social Care and Health priorities	Low	Application form/interview
Experience		
Demonstrate adaptability and good people skills	Medium	Application form/interview
Use of Financial Management Systems with regard to raising and paying invoices	Low	Application form/interview
Experience of stock management	Low	Application form/interview
Communication & Inter-Personal Skills		
Demonstrate resilience when needed and an empathetic nature	High	Application form/interview
Excellent customer service skills, friendly and approachable	High	Application form/interview
Numerate, able to manage excel spreadsheets and service software requirements	High	Application form
Demonstrate an adaptable style towards trouble shooting and problem solving	Medium	Application form/interview
Aptitude & Skills		
Able to organise, prioritise and monitor own workload	High	Application form/interview

Self-motivated, be committed to improvement of own performance and able to work on own initiative	High	Application form/interview
Computer Literacy	High	Application form
Demonstrate a flexible approach to working as a member of a team	High	Application form/interview
High level of attention to detail	High	Application form/interview
Current driving licence	High	Application form

- **Welsh Desirable**.
  You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council. This will be implemented if a need for Welsh language skills in the role arises.

Should you require any further information regarding this post, please contact:
Clare Hamer, Strategic & Sustainable Living Manager (Job-Share) Tel: 01633 644407, or
Sian Mawby, Strategic & Sustainable Living Manager (Job- Share) Tel: 01873 735927

Closing Date: 20th November 2026

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WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1

Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc,	➢ Can pronounce place names and personal names correctly. ➢ Can greet individuals face to face or over the phone ➢ Can open and close a conversation or open and close a meeting.	➢ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms	➢ Can open and close an e-mail or letter ➢ Can write personal names, place names, job titles ➢ Can write a simple message to a colleague on paper or e-email, e.g. such and such has called.

LEVEL 2

Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general ➢ Can understand when people ask you do something	➢ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➢ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➢ Can hold a short conversation with an individual or exchange relatively straightforward information ➢ Can contribute to a meeting, but need to revert to English for specialist terms.	➢ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message	➢ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➢ Can write a short letter or e-mail to arrange an appointment

LEVEL 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

UNDERSTANDING	SPEAKING	READING	WRITING
➢ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➢ Can understand a discussion at a meeting if the subject is familiar. ➢ Can understand individuals and colleagues in a familiar situation or in everyday conversation.	➢ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➢ Can hold a conversation with an individual or exchanging relatively straightforward information. ➢ Can contribute to a meeting but need to revert to English for specialist terms. ➢ Can adapt the style of language to suit the audience.	➢ Can understand most e-mail messages or letters concerning day to day work. ➢ Can guess the meaning of a word based on context if the subject is familiar. ➢ Can read a simple, straightforward article in a newspaper or magazine types of written material.	➢ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➢ Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.
LEVEL 4			
Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and an express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.			
UNDERSTANDING	**SPEAKING**	**READING**	**WRITING**
➢ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar.	➢ Can contribute effectively to internal and external meetings in a work context. ➢ Can converse comfortably with individuals and exchange information as required. ➢ Can argue for and against a specific case. ➢ Can chair meetings and answer questions from the chair confidently.	➢ Can read most correspondence and scan long texts to find details. ➢ Can understand most newspaper articles and reports with the aid of a dictionary. ➢ Can understand texts, unless written in a very formal or colloquial form.	➢ Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.
LEVEL 5			
Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.			
UNDERSTANDING	**SPEAKING**	**READING**	**WRITING**
➢ Can follow all conversations and discussions with individuals or colleagues. ➢ Can understand the ambiguity and nuance of language.	➢ Can express yourself fully in detail, even when discussing complex issues. ➢ Can adapt the style and register of your language to suit the audience.	➢ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➢ Can read long texts to find relevant details and can understand most types of written material.	➢ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➢ Can write formal or informal Welsh as required. ➢ Can write a range of documents accurately and with confidence.