



Job Description

Job Title:	Content Assistant
Location:	Bristol, UK
Reporting to:	Head of Content Development
Contract:	5 days a week (full-time)
Salary:	£23,000 per year

The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US

The Job

The successful candidate will join the Content Development team, and support them to develop and deliver first-class content for our Grid software. This content will be used by people with disabilities all over the world to enable them to communicate and live more independent lives.

The Content Development team aims to give a voice and independence to more people by developing innovative, market-leading, user-friendly content, that is led by research, customer needs and technology advances. The team also work to ensure that people succeed with our products by creating supporting materials such as manuals, explanatory videos and written content for the Grid Guide.

We are looking for someone with good knowledge and understanding of the needs of people who use AAC and Assistive Technology. The role will cover a wide range of tasks, including one-off projects as well as more regular duties. This will include working with our full range of content, including symbol communication, text communication, accessible apps and interactive learning. A key focus of the role will be to perform updates and maintenance to all of our Grid content, across all languages. For example, when new features are added to Grid and need to be added to our content. Working collaboratively with our software development team, you will also help to maintain and improve our symbol libraries, across all languages, to enable customers to easily find the symbols they need. Central to this role will be to work alongside the Translations Manager and Content Developer, to support with tasks related to translating content into other languages. This role will involve testing content during development and before its launch, to ensure that all of our content meets the high quality expected of Smartbox products.

The successful candidate will become part of a talented, innovative and highly motivated team, working at one of the world's leading AAC companies. There will be ongoing opportunities to learn and develop your skills and knowledge of AAC and have a positive impact on the lives of thousands of people across the world who use our products.

This is a new role within Smartbox so will require you to take a flexible approach to your work as it evolves. You will report to the Head of Content and work alongside our AT Specialist, Content Developer, Media Developer, Content UX Engineer, UX Designer and Translations Manager.

Duties will include:

- Developing and maintaining an up to date understanding of
 - a) the needs of people who use AAC and Assistive Technology and how they use our products (e.g. through conferences, exhibitions, visits to users)
 - b) our grid set offering, across all key areas of Grid (i.e. symbol communication, text communication, accessible apps, etc)
 - c) alternative access methods and how these are used to access content in Grid
- Coordinating and performing mass updates to our content, such as adding in new features and error fixing
- Supporting team members to edit and develop new content, in order to meet project deadlines
- Jointly reviewing, with Content team members, feedback from internal and external sources about existing grid sets to perform agreed grid set improvements and fixes
- Liaison with the Content UX Engineer to implement changes needed to existing content to improve its suitability for users of alternative access methods
- Updating and improving our translated content as required, with guidance from the Translations Manager, Content Developer and AT Specialist
- Coordinating and carrying out grid set uploads to Online Grids, to provide offline only or alternative versions of new and updated grid sets (e.g. Super Core 50 PCS in UK English)
- Maintaining and improving our symbol libraries, focusing on symbol categorisation and search terms, across all languages
- Creating, reviewing and maintaining alternative symbol versions of symbol grid sets
- Systematic testing of new and existing content to ensure that all grid sets meet the highest standards expected of Smartbox products, as well as assisting colleagues to problem solve any issues discovered and resolve these promptly
- Routine testing of accessible apps to ensure that these continue to function as expected, with clear and timely reporting of issues to the AT Specialist
- Supporting team members in the creation of supporting materials, such as taking screenshots for grid set manuals, or creating Grid Guide content

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- A keen eye for detail.
- Excellent interpersonal skills and a passion for collaborative projects.
- Comfortable working independently and as part of a team.
- Experience in working with people with speech, language and communication difficulties.
- A knowledge of Assistive Technology.

- Enthusiastic and self-motivated with a commitment to continuous professional development.
- Innovative, creative, resourceful, with a commitment to continuous improvement.
- Ability to work under pressure and meet deadlines.
- Excellent written and spoken communication skills.
- Excellent organisational skills.
- High level of confidence in using technology, and specifically Smartbox hardware and software.
- Strong understanding and experience of using Grid, particularly in the editing of grid sets.

Useful skills/attributes

- Experience in creating supporting materials such as manuals and training resources.
- Knowledge of a full range of Smartbox products.
- Fluent spoken and written communication in a language other than English.

Rewards and benefits

- Smartbox offers comprehensive benefits including Company Pension, Group LifeAssurance and Income Protection together with Private Medical Insurance
- 25 days holiday plus public holidays
- Laptop provided
- Flexible working
- Cyclescheme
- Office snacks
- Training and development opportunities
- We are passionate about our people and offer many social events including a familyweekend away, social outings and a Christmas party each year

We welcome applications from all communities and those from diverse backgrounds and groups.