



## **Help Desk Adviser**

**Derby**

**20 hours (4 days)  
per week**

**£12,854 for 20  
hours per week**

**(£12.36 per hour,  
£24,102 per  
annum WTE)**

Sight Support Derbyshire is looking for a Help Desk Adviser to be part of a dedicated team supporting the delivery of high quality services to blind and partially sighted people in Derbyshire.

Part of the operational team based at our Head Office in Derby, you will provide the first point of contact for people telephoning or visiting our service. You will need to be a 'self-starter' and able to work on your own initiative to ensure that callers receive a friendly and efficient service.

The Help Desk Adviser helps us to ensure that service users, families and professionals all get the support and information they need. Most of our calls come in between 9/9.30am to 3/3.30pm and so we are looking for someone who can work at key times between these hours, Monday to Thursday.

Most of the staff who first start with us do not have direct experience of working with visually impaired people, but it is not essential, as full training and induction will be provided.

You will be based at our Head Office in Derby which is situated close to the City Centre with good public transport links and free car parking is available on site.

We can offer you a challenging and rewarding environment, and a competitive salary and pension. This post is subject to a Disclosure and Barring Service check.

For an informal discussion call Nicola Pickering, Office Manager on 01332 292262

**For an application pack, please visit our website:**

**<https://sightsupportderbyshire.org.uk/about-us/work-for-us/>**

**Or email: [heather.davidson@sightsupportderbyshire.org.uk](mailto:heather.davidson@sightsupportderbyshire.org.uk)**

**Closing date for applications: 11am, Monday 9th June 2025**

**Interview date: Monday 16<sup>th</sup> June 2025**

Sight Support Derbyshire is committed to being an equal opportunities employer.

Find out more about our work:

Website: [www.sightsupportderbyshire.org.uk](http://www.sightsupportderbyshire.org.uk)

Facebook: <https://www.facebook.com/SightSupDerbys>