

## JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF41612
<b>Post Title:</b>	Digital Accessibility Officer
<b>Grade:</b>	Grade 7, Permanent
<b>School/Department:</b>	Digital Technology Services
<b>Reports to:</b>	Director of Cyber Security and Digital Assurance, DTS

### Purpose

The Digital Accessibility Officer will work within the Cyber Security and Digital Assurance team which sits in the Digital Technology Services Department. This role is to promote, develop and improve digital accessibility across the University, and to ensure that the University's digital content, products and platforms are accessible.

Raising awareness of digital accessibility best practice at all institutional levels, the Digital Accessibility Officer will ensure that the University's support for digital accessibility is aligned with all areas of concern for students and staff, taking a forward-thinking and well-coordinated, approach.

### Main duties and responsibilities

- Act as central resource and knowledge base with regard to digital accessibility knowledge and information.
- Act as support and main point of contact for users for advice on digital accessibility matters.
- Keep abreast of the Government Accessibility Regulations, Web Accessibility Regulations and requirements from the Central Digital and Data Office (CDDO) and translate these into meaningful and co-ordinated actions to support institutional compliance
- Act as triage point for queries relating to, and escalating reports of, digital accessibility problems with regard to products, platforms and suppliers, as these queries arrive from internal or external web users, escalating any issues for the same to the product owner or supplier.
- Act as triage point for queries relating to Disproportionate Burden, working with the University's Legal team to ensure that accessibility of content is appropriately and proportionally managed.
- Work with teams and stakeholders across the organisation to:
  - create joint operational objectives and co-ordinated activities
  - prioritise a programme of remediation and improvement for the University's content and material
  - agree pragmatic processes for enacting digital accessibility as a business-as-usual activity across the University
  - take a digital accessible-by-design approach, advising digital content creators on best practice, templates, and routes to achieving digital accessibility.
- Work with colleagues to raise digital accessibility awareness and skills with staff so that they are also aware of their responsibilities and can develop the skills to implement accordingly;
- Anticipate and address digital accessibility issues at all stages of product and service development, advising projects where third-party supplier solutions need to be assessed for digital accessibility, requirements.

### Supervision received

The post holder will receive line management supervision from the Deputy Director of DTS. They will be responsible for reporting to specific University steering groups, working groups and project boards. They will be expected to manage their time and prioritise their tasks on a day-to-day basis.

### Supervision given

The post holder will be managing the objectives of virtual project teams including staff from across the University and will inform relevant Project Boards.

## Contact

The post-holder will have contact with:

- University leadership and managers at all levels.
- Students, academics and University professional staff
- Professional service colleagues involved in digital accessibility including Digital Technology Services; Centre for Quality Support and Development; Disability Advisory Services; Human Resources; Marketing, Communications and Engagement; Legal Services.
- Colleagues in comparable positions at other UK universities via national bodies such as the Universities and Colleges Information Systems Association (UCISA) and JISC.
- External suppliers.

## Terms and conditions

Full time, permanent role.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed:** May 2022

# PERSON SPECIFICATION

Job Title		School/Department
Digital Accessibility Officer		Digital Technology Services
Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> <li>Ability to work with stakeholders across multiple teams</li> <li>Ability to advise others clearly and unambiguously</li> <li>Ability to enthuse and motivate colleagues</li> <li>Ability to influence and persuade all levels of staff</li> <li>Ability to organise and prioritise workload, to meet deadlines, and work to tight timescales without supervision</li> <li>Excellent analytical skills and the ability to synthesize information</li> </ul>	<ul style="list-style-type: none"> <li>Good oral and written communication skills with the ability to handle technical / business questions and provide articulate responses</li> <li>Ability to produce clear, unambiguous documentation</li> </ul>
Attainment	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent</li> <li>Relevant professional qualification</li> </ul>	
Knowledge	<p>Excellent understanding of:</p> <ul style="list-style-type: none"> <li>Current and new developments in digital accessibility and Web Accessibility Regulations</li> <li>Web Accessibility standards WCAG 2.1 and European standard EN 301 549 for ICT</li> <li>Assistive Technology tools and solutions and how to apply the same</li> <li>The standards used to develop websites and mobile apps such as HTML, CSS</li> <li>Basic concepts of digital accessibility and usability</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of HE and related Services</li> <li>An understanding of Content Management Systems, virtual learning environments and web-browsers</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>Working with digital accessibility solutions or projects</li> <li>Working in a public sector, or disability or accessibility role</li> <li>Working with WCAG 2.1</li> </ul>	<ul style="list-style-type: none"> <li>Previous work experience in the HE or with teaching and academic, research and functions stakeholders</li> <li>Advising content creators on digital accessibility requirements</li> <li>Designing or providing training on digital accessibility to a wide range of end users</li> </ul>
Disposition	<ul style="list-style-type: none"> <li>Patient and willing and able to adapt style and approach according to different situations</li> <li>Proactive and resilient with a can-do attitude</li> <li>Innovative, curious and results-driven finisher</li> </ul>	
Completed by: Mary Seddon, Head of Digital Portfolio		Date: May 2022