# Job Profile

Job Title: Accessibility Specialist

Directorate: People

Reports To: Head of Accessibility, Diversity, Equity and Inclusion (ADE&I)

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: November 2024

## Overall Role Purpose

The Accessibility Specialist will help people with sight loss live the life they choose by working with the ADE&I team and other key stakeholders to promote and ensure a more accessible organisation and inclusive culture at Guide Dogs. This role will provide advice and guidance and coordinate activities for our people (staff, volunteers, supporters and customers). They will implement plans to promote accessibility in our workplace technology, environment, practices and culture, and support the mission of the Trustees, Executive Leadership and Senior Leadership Team to drive cultural and tangible change within the organisation.

## Key Responsibilities

* Demonstrate knowledge and understanding of the unique demands and nature of Guide Dogs, engaging with your team and others to enable successful delivery of our DEI Strategy.
* Support our managers and staff to drive accountability for an accessible workplace (including but not limited to our physical environment, technology, working practices and culture) and by building capacity in our wider workforce to recognise inaccessibility and know how to respond appropriately.
* Collaborate with subject matter experts in other parts of the business and key partner teams such as Communications, HR, IS and Workplace Services, to ensure accessibility is an underpinning principle of all workplace, policy, and service development.
* Support allies and advocates in minority communities and amplify the voices of those who find it difficult to be heard – this role will respond to the needs of those with disabilities at Guide Dogs, whether physical; sensory; or other lived experiences such as neurodiversity.
* Support the evolving awareness of accessibility matters, ensuring our people recognise the imperative for greater inclusion at Guide Dogs and break down barriers where they exist.
* Provide support to individual projects and programmes, such as technology or property investment, to ensure accessibility is an underpinning principle of all internal and externally facing services and solutions.
* Ensure the effectiveness of our Accessibility Group (and any related sub working groups), in close partnership with the chair and the Head of ADE&I. Ensure the agendas and outputs are aligned to the DEI Strategy, and participation is inclusive.
* This role will work in close partnership with the wider ADE&I team, providing support or cover for the Head of, the Access to Work Coordinator and DEI Specialist where appropriate, and will work in collaboration on major projects or programmes.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: 0

Number of Indirect Reports: 0

Number of Volunteers Supervised: 0

### Financial Accountability

Annual Income Accountability: 0

Assets Managed: 0

Budget Accountability: 0

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time, you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people, and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Qualification, education, or knowledge by experience of creating accessible workplace environments

#### Desirable

* Completed courses / qualifications in accessibility, including workplace and technology, or equivalent job-related experience.
* Job-Related Experience

#### Essential

* Experience of a similar or relatable role within the A& DEI space, and / or lived experience of neurodivergence, vision impairment; or another disability, or health condition.
* Experience of working in a charity or service – led organisation
* Development and delivery of Accessibility / DEI projects/initiatives
* Successful involvement/facilitation in virtual teams (e.g. forums, employee networks)
* Influencing behavioural change across a multi-disciplinary workforce
* Engaging and influencing colleagues/peers at a range of levels in formal and informal settings

## Knowledge

#### Essential

* Up to date understanding of how equality legislation applies in an employer organisation to accessibility
* Awareness of UK regulations as they relate to accessibility
* Understanding of relevant accessibility compliance standards and guidelines; e.g. WCAG; EAA; Building regulations (Part E and M).
* An understanding of accessible workplace technology and aids e.g. screen-readers, magnification, hearing aids mind-mapping software.
* Understanding of vision impairment, other impairments; and other disabilities, especially neurodiversity and physical disabilities, and different ways they can manifest as barriers in the workplace

#### Desirable

* Up to date understanding of how equality legislation applies in an employer organisation across the wide spectrum of DEI
* Awareness of best practice and current trends in accessibility and DEI

## Skills and Competencies

### Essential

* Previous experience of working to influence individuals and teams
* Previous experience of advocating for necessary A&DEI change in the workplace
* A person-centred and empathetic approach, keeping the needs of the organisation and perspectives of colleagues at front of mind
* Experience of working virtually, with good communication skills
* Excellent written and verbal communication skills and the ability to build good relationships with colleagues of all levels
* Demonstrable ability to work in a fully accessible manner

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

**Job Group (internal use only)**

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EXRrucJgpPZHpBGAfu967AoBYTh1sPnexq9p1XwwWqA2wA?e=bdTLnm) to view the salary band.

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