# Job Profile

Job Title: Access to Work Coordinator

Directorate: People & Performance

Reports To: Accessibility Specialist

Matrix Reporting To: None

Disclosure Check Level: N/A

Date created/last reviewed: April 2025

## Overall Role Purpose

The Access to Work Coordinator helps people with sight loss to live the life they choose by acting as a subject matter expert on the Access to Work (ATW) scheme to ensure staff who are in receipt of an ATW grant are provided with appropriate support. This includes supporting the employee in making their initial application, assisting with sourcing appropriate equipment, helping to recruit where their grant covers the employment of an Access Assistant/Support Worker and supporting them in making their claims. This post-holder will also act as a central point of coordination for Access Assistants, creating an enhanced sense of belonging for them within the organisation.

## Key Responsibilities

* Liaise with the Department of Work and Pensions (DWP) led Access to Work Forum.
* Support staff in receipt of Access to Work with their initial application and day to day management of their grant.
* Liaise regularly with Finance Department to ensure full cost recovery wherever possible, by ensuring claims are made and payments reconciled.
* Be the central point of contact to support workplace assessments conducted Access to Work.
* Support the delivery of an awareness raising and guidance ‘offer’ for external parties (e.g. sector partners, corporate organisations).
* Deliver Guide Dogs’ Access to Work guidance and support service to sector partners, if/when relevant, and within agreed service delivery parameters.
* To coordinate claims to the Workplace Adjustments Budget liaising with Head of ADE&I.
* Support claimants to revise their claims in line with Guide Dogs’ pay reviews to maintain full cost recovery, wherever possible.
* Work with the Accessibility Specialist and wider ADE&I team, to maintain an awareness of the Access Assistant role; and Access to Work scheme across the organisation.
* Act as the key point of contact for support and advice for line managers of Access Assistants with support from the Access Assistant partnership ER Specialist, where relevant.
* Coordinate Access Assistants in their relationship with Guide Dogs’ by:
  + Creating an enhanced sense of belonging.
  + Hosting regular Access Assistant’s Team Meetings.
  + Ensuring Access Assistants have line management arrangements that are independent of the person they support.
  + Being alert to role creep and blurred boundaries and acting to support where this has become a problem.
  + Support the induction of new Access Assistants ensuring they are equipped to undertake their role.
  + Recognise, attempt to resolve and/or escalate any issues the Access Assistants may raise.
  + Act as coordinator for new recruits who would benefit from an Access to Work Claim. Support them prior to their start date, where possible, to make the claim and liaise with departments such as HR and IS to ensure a smooth onboarding process for those with additional needs.
  + Demonstrate appropriate values, attitudes and behaviours when interacting with people.
  + Complete associated administration in line with relevant policies

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# 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. 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

* A good level of numeracy and literacy competency to GCSE standard (QCF levels 1-2 / SQCF levels 4-5) or equivalent work experience.

## Job-Related Experience

#### Essential

* Experience of dealing with external stakeholders or suppliers.
* Demonstrable experience of working in a varied role involving extensive client contact to achieve effective outcomes.
* Experience of working with people with disabilities.
* Evidence of coaching, mentoring, or managing people.

#### Desirable

* Experience of working with people who are Blind or Partially Sighted.
* Experience of dealing with Access to Work.

## Knowledge

#### Essential

* Able to demonstrate a comprehensive knowledge of Microsoft Office.
* Excellent computer literacy including learning new packages.
* Knowledge of the Data Protection Act.

#### Desirable

* Knowledge of the charity sector.
* Experience of using databases and excel spreadsheets.
* Previous experience of Access to Work processes and practices.
* Knowledge of the issues/barriers to work facing people with disabilities.
* Understanding of safeguarding.

## Skills and Competencies

#### Essential

* Able to demonstrate effective written and verbal communication skills and to be able to deal with people clearly and sensitively.
* Strong organisational skills and ability to manage own workload.
* Good attention to detail.
* Good administrative skills.
* Proven ability to make informed decisions and justify the rationale behind them.
* Effective problem-solving skills and ability to either manage or escalate them as appropriate.
* Can demonstrate a logical approach to decision making.
* Able to work as part of a team and unsupervised as required.
* Deals well with conflict.
* Is open and honest and can deal with emotional issues well.
* Can demonstrate high levels of empathy and emotional awareness in self and others.
* High levels of patience and perseverance.
* Proven ability to prioritise and multi-task in a fast moving and pressured environment.

#### Desirable

* Demonstrate the ability to work with people across all ages and abilities.

## 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/:w:/g/EXRrucJgpPZHpBGAfu967AoBYTh1sPnexq9p1XwwWqA2wA?e=rCXrXg) to view the salary band.

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