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| **AbilityNet Job Description** |

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| **Job Title:** Accessibility Director | **Reporting to:** CEO |
| **Department:** Technical | **Band:** 1  |

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| **Job Purpose** |
| Reporting to the CEO, the job role has several key objectives* Delivery of the revenue and surplus objectives for the accessibility business
* Development and implementation of a strategy for the accessibility area of the charity to include repositioning AbilityNet as a trusted advisor on accessibility rather than a reactive tester of compliance
* Introduction best in class processes and procedures to this part of the organisation to ensure consistency in delivery and quality
* Review and reorganization of the team structure to improve delivery efficiency
* Work with and engage all other departments within the Charity to implement and manage the transformation required to support development and growth.

This person is likely to have skills they’ve developed either in managing a test team in an IT organization or a professional services team in the IT delivery sector. They need to be able to demonstrate that they have experience in introducing new processes to a team or function successfully. |

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| **Accountabilities** |
| * Responsible for ensuring the charity meets its revenue and surplus objectives in accessibility whilst maintaining the level of quality expected by our customers
* Manage allocated budgets and maintain stringent cost controls within existing practices and procedures, minimising cost wherever possible, especially subcontractor costs
* Process re-engineering of the planning, scheduling and delivery processes used in the accessibility team including the implementation of a continuous improvement process.
* Perform regular planning of work schedules for current and future needs. This will also include future resource planning to meet demand needs.
* Provide accurate and up to date reporting on all areas of responsibility. This will include financial actuals, forecasts, progress and status updates and risks
* Prepare annual business plan for areas of responsibility, by coordinating with other departmental heads
* Provide and perform staff planning and supervision including appraisals, objectives and goals within HR timescale to meet the business needs and plans of the organisation
* Attend and take an active part in quarterly Board meetings, monthly SMT meetings and other managerial meetings as and when required
* To undertake any other task consistent with the role, as requested by the CEO
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| **Qualifications / Experience** |
| * Must be able to demonstrate success and experience together with a proven track record in a similarly senior role, for example, operating at Head of Operations, Head of Delivery level or above in a technology based organization or a professional services organisation in the IT sector
* Demonstrable evidence that they have experience in successful change management
* Knowledge of and interest in accessibility and assistive technologies
* Strong working knowledge of Web development technologies including HTML, CSS and Javascript.
* Strong knowledge and experience of process design, build and implementation preferably using Agile techniques
* Strong project management, managerial and supervisory skills
* Excellent people management skills, having previously held people management roles
* Experience in developing and implementing a strategic plan for their function.
* The ability to operate with gravitas at a senior level within the organisation
* IAAP CPACC [or WAS or both] Certification is ideal
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| **Person Specification / Competencies** |
| **Influencing**Ability to impact upon, gain the acceptance of, and effect behaviour changes in individuals, groups and large audiences either through directly presentational skills or liaising, networking and indirect influence. Ability to make an impact and put ideas and views across clearly. Establishes credibility, gains acceptance and converts resistance to acceptance. Mature, credible and comfortable in dealing with senior corporate key decision makers. Empathic, even-handed communicator with excellent verbal and written communication skills, ability to communicate effectively using wide range of media available**Resource Optimisation/Work Process Orientation** Plans effectively to make the best possible use of the existing resources. Optimises the workflow and ensures effective integration and alignment with other related processes. Sets goals and objectives, monitors progress and responds rapidly when required. Natural forward planner who critically assesses own performance. **Multi-functionality** Has a complete overview of areas of responsibility as well as wider organisation. Understands the specific operational components and diverse functional responsibilities and ensures their smooth integration. Excellent organisational & planning skills, the ability to prioritise & time manage under pressure. Ability to adapt & be flexible to needs of job & organisation.**Learning Facilitation/ People Process Orientation** Initiates and supports a continuous process of increasing the skill base and systems and process improvement. Makes optimal utilisation of various people management techniques towards the delivery of targets. **Integrity** Fully internalises the organisations philosophy of doing business and acts as a role model and example. Ability to adhere to company policies, procedures and working practices, proactively suggesting enhancements where appropriate.**Specialist Knowledge** Has a good grasp of process design, project management and service delivery methods and processes and demonstrates good business acumen and project skills. Keeps updated on new developments, theories and methods and continuously expands knowledge base. Capable of recommending change to the business. **Communication** An active listener who keeps people well informed and communicates messages clearly and concisely. Listens carefully, evaluates other opinions and is able to influence successfully.Creates and encourages two-way communication inside and outside the organisation. Uses appropriate and precise methods of communication. Has personal credibility with a variety of different groups and uses networks effectively. Communicates positively and respectfully. Actively listens and respects others’ points of view. Checks own and others’ understanding.**Maturity**Able to get on with others, manage key relationships and be a team-player and comfortable in a fast-moving, informal and non-bureaucratic environment. Excellent interpersonal skills.**Circumstances**The role requires the individual to be able to commute to AbilityNet offices and travel throughout the UK and abroad when necessary. There will on occasion be a requirement to work extended hours and flexibility will be required. |

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.