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| **AbilityNet Job Description** |

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| **Job Title:** Head of Accessibility Consultancy | **Reporting to:** CEO |
| **Department:** Accessibility | **Band**: 2 |
| **Location:** Home or Office based | **Contract:** Permanent/Full-Time  (35 hours per week) |

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| **Job Purpose** |
| **Overview**  AbilityNet is made up of several areas of activity, of which Accessibility is a key constituent.  The Accessibility practice consists of a group of consultants with a variety of skills in the industry. Project work is serviced in part by our own employees and in part by a network of subcontractors. We are highly experienced in technical audit work, helping customers to ensure that their web and mobile applications are as accessible as possible. Our work is informed by the WCAG standards of the W3C. We also offer consultancy & training to customers to assist them in improving their digital maturity and capability in digital matters.  **The role**  Reporting to the CEO, the job role has five main components:   * Responsibility for the process and machinery which delivers client work. * Lead the people! Leadership of the team, as evidenced by measures such as employee engagement and staff turnover, is a core responsibility. Tools to manage these include staff professional and personal development. * Manage our Subcontractor base and the processes ensuring quality of work Commercial management of the team. Management of the demand on the team will lie with Sales, specifically the revenue responsibility. * Responsibility for *efficient* use of the resources, plus ongoing monitoring, optimisation of the use of the team and the relevant processes, forms part of this Head of Accessibility Consultancy role. The main measure of the success in this area will be the financial contribution of the practice to the organisation. * Oversee the departments key development projects, ensuring they have clear objectives, milestones, and timelines.   **High-level objectives supported through the following activities:**   * Continuous evolution of the strategy for the Accessibility area of the charity. A key objective is positioning AbilityNet as a trusted advisor on accessibility rather than solely a reactive tester of compliance (as evidenced by growing the non-audit segment of our revenues) * Continuous evolution of best-in-class processes and procedures to this part of the organisation to ensure consistency in delivery and quality, adhering to ISO9001 principles. Planning is a critical enabler and must continue to be nurtured * Continuous review of the team structure to optimise delivery efficiency. * Work with and engage all other departments within the Charity to implement and manage the transformation required to support development and growth e.g., Sales, Marketing, HR * Actively managing our sub-contractor base. We have learned that we need a flexible mix of internal and external resource to meet variable customer project demand. The Head of Accessibility Consultancy must keep our supply base under review, ensuring the right degree of process integration to assure constant quality. |

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| **Accountabilities** |
| * Responsible for ensuring the charity meets its budgetary contribution objectives in the accessibility practice whilst maintaining the level of quality expected by our customers * Manage budgets and maintain stringent cost controls within existing practices and procedures, minimising cost wherever possible, especially subcontractor costs * Process responsibility for the planning, scheduling and delivery processes used in the accessibility team including the implementation of a continuous improvement process compliant with ISO9001 * Perform regular review 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. * 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** |
| **Essential**   * Excellent people management skills, having previously held people management roles. * Strong project management, managerial and supervisory skills * The ability to operate with influence at a senior level within AbilityNet and with customers * Must be able to demonstrate success and experience together with a proven track record in a similar role, for example, leading a team in a technology-based organisation or a professional services organisation in the IT sector * Demonstrable evidence that they have experience in successful change management.   **Desirable**   * 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. * Experience in developing and implementing a strategic plan for their function. |

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| **Person Specification / Competencies** |
| **Experience**  Skills developed either in managing a professional services team or a test team in the IT delivery sector with the ability to demonstrate experience in introducing new processes to a team or function successfully.  **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 the 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 organisation’s 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.  Whilst a knowledge of Accessibility technology, practice and industry trends would be advantageous, this is not an essential pre-requisite.  **Communication**  An active listener who keeps people well informed and communicates messages clearly and concisely. Listens carefully, evaluates other opinions and the ability 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.