Job Description
Technical Specialist
(Digital Accessibility)

Job Title: Technical Specialist (Digital Accessibility)

Salary Range: £25,000 - £30,000

Reports to: Technical Account Manager, Digital Accessibility

Location: Disability Action Centre, Llandarcy, Neath, SA10 6EJ
or
Shaw Trust Head Office, Bristol

Introduction

Shaw Trust Vision

'A society in which everyone has the opportunity for employment, inclusion, and independence.'

Shaw Trust Mission

To deliver services for people at disadvantage so they may gain life and employability skills in order to live more independently, secure sustainable employment and actively contribute to family and community life.

To educate and influence society to remove barriers and create opportunities for those at disadvantage; to build supportive communities and ultimately, a more inclusive society.

Shaw Trust Values

To be People Centred
To ensure that everything we do is to realise the full potential of the people we are here to help.

To Act with Integrity
To be an organisation that is open and transparent, actively embraces equality and diversity and has an honest, inclusive and respectful culture which everyone trusts.

To be Innovative
To be a creative, forward thinking organisation which finds new ways of doing things to break down barriers to independent living and sustainable employment.

To be Best in Class
To be a top performing provider of employment and independent living services, that helps as many people as possible into work or on the journey towards independent living.

To be an employer of choice; that leads by example creating a best-in-class working environment, and recruits and invests the best people.

To be Accountable
To encourage everyone to take personal responsibility for their actions; For clients to understand their role in working towards employment or a more independent way of living. For staff to be empowered to do their jobs and take personal responsibility for carrying out their roles in line with our values and code of conduct.

Key Purpose of Post

The Technical Specialist will be expected to provide a high level of technical expertise within Shaw Trust's Accessibility Service. The post holder will have an in-depth knowledge of digital accessibility standards, an advanced knowledge of web design, and a proven track record of providing consultancy services to a range of customers.

The role will be focused on delivering practical digital accessibility and usability assessments as well as consultancy on a range of platforms to a broad spectrum of customers from the public, private and third sector. This includes, but not limited to websites, mobile apps, wireframe designs, graphic designs and software by completing code reviews and analysing both automated and manual testing from our testing team.

This person will also be proactive in developing, improving and expanding the range of products and services as well as being an industry thought leader and contributing to the delivery of our vision and mission.

Main Duties and Responsibilities

Duties

1. To deliver all technical parts of key projects/contracts liaising with in-house team, to ensure customer expectations are met.

2. To deliver a variety of assessments such as digital, design reviews and templates testing.

3. To be able to complete testing on multiple platforms such as mobile, tablets and desktops, and against various industry standards and guidelines including (but not limited to) WCAG 2.0 and BS 8878

4. To compile reports on assessment findings and provide solutions and recommendations for customers, participating in feedback sessions as required.

5. To quality proof material prepared by the digital team and provide constructive feedback, thereby ensuring customer reports are of a high quality standard.

6. To contribute to on-going training, guidance, and developmental support to members of the digital team to create an environment of continuous improvement

7. To contribute to the delivery of consultancy and training services in a range of accessibility subjects (which may include, but is not limited to BS8878, WCAG, accessible content editing and accessibility for developers.).

8. To keep up to date with changes to industry standards and guidelines and share where appropriate with colleagues.

9. To support at conferences, events, and seminars with the potential to deliver presentations or speaker slots to raise awareness of the need for accessibility, to raise awareness of Shaw Trust Accessibility Services and the range of products and services provided.

10. To be aware of advances in testing best practices and new technologies within the accessibility market to contribute to the creation of new products and services.

11. To actively contribute to our market presence by creating and publishing articles, reviewing marketing materials to ensure technical accuracy and editing website content.

12. Provide support to Technical Account Officer with customer queries relating to assessments, reports and progression towards accreditation.

13. To ensure delivery to customers is "best in class", delivered within scope, budget and within deadline in order to develop a strong working relationships with existing and prospective customers

14. To identify cross selling opportunities.

15. To provide support to the Technical Manager when required.

16. To ensure effective and efficient technical procedures are maintained, producing appropriate records, reports, and statistical information.

17. To participate in training and undertake appropriate learning and development as identified through regular appraisal and reviews with line manager.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 R's in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

6. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

7. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

8. This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person specification   E = Essential   D = Desirable

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) • ICT based qualification **(E)** • Degree level or equivalent in a relevant subject **(D)** • ICT based qualification such as Human Computer Interaction, Web Design, Design & Development, UX Development, Accessibility Development **(D)** • Recognised industry training qualification (PTTLS/A1 Assessor) **(D)**
Experience & Knowledge • Ability to use and deliver training across a range of Assistive technologies and native operating system accessibility features **(D)** • Completing technical assessments competently using a range of accessibility tools **(D)** • Use of Microsoft, Apple, and other operating systems **(E)** • A minimum of two years of usability and/or accessibility experience **(E)** • To have an in-depth knowledge of HTML, CSS and concepts of web accessibility **(E)** • In depth knowledge of JavaScript (AJAX), ARIA, Sliverlight **(D)** • Ability to solve a range of code problems **(E)**
Skills and Attributes • Ability to learn new hardware and software products **(E)** • Be able to work independently and as part of a team **(E)** • Self-motivated and pro-active. Forward thinking. Ability to see problems or opportunities in advance **(E)** • Excellent communication and presentation skills **(E)** • Excellent writing and verbal skills **(E)** • Strong interpersonal skills. Has the ability to develop relationships with people from a range of backgrounds **(E)** • Meticulous attention to detail **(E)** • Ability to think both logically and creatively. Has strong problem solving skills **(E)** • Excellent time management and organisational skills with ability to work under pressure **(E)**
Personal qualities, communicating and relating to others • Willingness to go the extra mile **(E)** • Punctual, reliable and dedicated **(E)** • Enjoys working with others. To be positive and create an enjoyable environment to work and to do business **(E)** • Ability to work independently and as part of a team **(E)** • Be available to travel within the UK and outside (where required) **(E)** • Understands the importance of personal growth. Enjoys developing and supporting colleagues and customers alike **(E)**
• **Safeguarding**   Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults **(E)** • This post requires a Criminal Records Bureau disclosure at Enhanced level **(E)**

Other
- Have an understanding of and be able to demonstrate a commitment to Equal opportunities, inclusion and diversity. **(E)**
- Able to travel extensively throughout the UK **(E)**
- This role will involve travel and so the ability to drive is desirable**(D)**