

## Summary

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| <b>Job title</b>              | Head of Digital Accessibility  |
| <b>Division</b>               | University Administration and Services                                       |
| <b>Department</b>             | Office of the CIO  |
| <b>Location</b>               | Central Oxford   |
| <b>Grade and salary</b>       | Grade 9: £52,815 – 61,198 with a discretionary range up to £66,857 per annum |
| <b>Hours</b>                  | Full time  |
| <b>Contract type</b>          | 2- year Fixed Term Contract  |
| <b>Reporting to</b>           | Head of User Experience  |
| <b>Vacancy reference</b>      | 171696   |
| <b>Additional information</b> | Mixture of hybrid and on-site working  |

## The role

The University of Oxford has been undergoing a period of digital transformation, which has included assessing our digital accessibility maturity. Various investigative projects have identified a number of key findings and recommendations around digital accessibility including the need for a dedicated and centralised Digital Accessibility Team.

All staff and students have a role to play in making the University of Oxford's digital estate more accessible, but leadership and strategic direction is needed for the University to deliver on its stated commitment to digital inclusion.

The aim is to develop our digital accessibility maturity so that the University of Oxford is a 21st century institution with 21st century digital skills and awareness embedded for all. Our goal is for the University of Oxford's digital experience to be enhanced for all staff, students and visitors irrespective of their accessibility requirements. Teaching resources and research



outputs would be used efficiently and equitably by all students in a diverse range of ways according to need and preference.

We are seeking an experienced digital accessibility practitioner to fulfil the newly created role of Head of Digital Accessibility at The University of Oxford. This professional will develop and implement an institutional wide digital accessibility vision, oversee a programme of cultural change by developing a sustainable roadmap and coordinate a team to provide flexible expert support across the University. Such visible ownership and authority will help inspire organisational change and drive action forwards whilst providing risk management, thus underling the University's commitment to digital accessibility and inclusion.

The postholder will design and deploy an ownership and delivery structure to support these aims. They will be supported by the Deputy CIO and the Chief Diversity Officer who is the senior leadership's Digital Accessibility Advocate – a visible digital accessibility champion able to use their governance influence to remove obstacles faced by the Head of Digital Accessibility. The role will report into and work closely with the newly appointed Head of UX (and corresponding UX team) who will be leading the strategic development of user experience and journeys across the University's digital ecosystem. Together the two roles will be able to advocate for digital accessibility and inclusive user experiences and communicate standards and expectations to all staff and students moving forwards.

The Head of Digital Accessibility will be expected to work across the entire University: driving cultural change, building professional networks, upskilling digital accessibility capabilities and developing PSBAR 2018 compliance reporting across both academic and administrative departments, and with our gardens, libraries and museums (GLAM) division. They will be charged with establishing a high performing Digital Accessibility Team which will be expected to provide technical and compliance advice and monitor digital accessibility standards University-wide. **This role is based on a 2-year fixed-term contract with the potential for extension.**

### Responsibilities

- Develop digital accessibility organisational strategy, governance and priorities in conjunction with the Digital Accessibility Working Group (DAWG) and the Chief Diversity Officer.
- Establish, promote and apply digital accessibility policy and guidelines within the University and link them back to the University's Strategic Plan.
- Understand and own the overall approach to digital accessibility risk and compliance, including how accessibility risk is communicated and managed within the University.
- Determine and enforce an expected baseline of digital accessibility compliance, capability and expertise across the University's digital estate

- Monitor the digital accessibility maturity framework at the University, divisional, college and course level and drive continuous improvement
- Lead a cultural shift which embeds accessibility in all digital focused projects, committees, policies and strategies
- Support delivery teams, content creators, programmes and projects to create user-centric, inclusive and accessible digital services
- Manage the University's framework agreements with third party digital accessibility suppliers
- Maintain a working understanding of digital accessibility and equality legislation in the UK
- Define and assure best practice whilst influencing, leading and mentoring others, including the management of the Digital Accessibility Team. Identify and upskill new talent to further grow your team's capability.

## Selection criteria

### Essential selection criteria

- **Digital Accessibility Experience:** You will be a leader in your field and subject matter expert on all matters to do with digital accessibility. You have extensive experience of UK disability law, including The Public Sector Bodies Accessibility Regulations 2018 and its implications for the University. You have a strong understanding of WCAG 2.1 and WCAG 2.2 and assistive technologies. You have knowledge of best practice approaches to user-centric design and user research. (Skill Level: Expert)
- **Leadership and guidance:** You can influence organisational change and lead on strategy marrying competing stakeholder needs with innovative analysis. You can make and justify decisions based on high levels of risk/impact/complexity. You can build consensus between independent and diverse stakeholders. (Skill level: Expert)
- **Governance and Accessibility Assurance:** You can analyse governance and assurance systems and add appropriate measures to ensure digital accessibility is built into all aspects of the University's digital service provisions. (Skill level: Expert)
- **Communication:** You can communicate and mediate between a range of stakeholders at all levels. You can manage expectations and host high risk and complex discussions, even within constrained timescales. You can effectively explain the implications of digital exclusion and access requirements to a wide audience. You can speak on behalf of and represent the community to large audiences inside and outside of the University. (Skill level: Expert)
- **Testing:** You have a thorough understanding of industry best practices and the various approaches to digital accessibility testing and auditing. (Skill level: Practitioner)

#### Desirable selection criteria

- A high level of general education to at least degree level or equivalent.
- Experience of working in an HEI or similar non-commercial organisation
- Experience of running a change programme.

#### Pre-employment screening

##### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

#### About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## IT SERVICES

The role of IT Services is to ensure that the University of Oxford has the robust, reliable, and high-performing IT facilities it requires to support the distinctive needs of those engaged in teaching, learning, research, administration and strategic planning.

IT Services, headed by the University's Chief Information Officer, has around 320 staff across 2 buildings, an annual revenue budget of £22m and an IT capital plan of £60M across three years. The department is divided into groups covering infrastructure services, projects and programmes, software development, and customer services. Our aim is to attract and retain a workforce that is diverse, skilled, creative, and committed. We encourage flexibility in how we work, and welcome part time and flexible working arrangements. As a department we encourage a culture where we respect each other, are accountable for what we do, where we collaborate, give and receive constructive feedback and challenge one another. IT Services is a place where we value and recognise both our own and the contributions of others. By doing so we want to create a great culture to work in and a place where we all feel we belong.

For more information please visit: <http://www.it.ox.ac.uk/>

## University Administration and Services (UAS)

University Administration and Services (UAS) is the collective term for the professional services departments of the University. UAS comprises structures to:

- support the University's core academic purposes of teaching, learning and research;
- ensure the University can meet the requirements of government, funding bodies and other external agencies; and
- facilitate the attainment of the objectives set out in the University's Strategic Plan.

The offices of the UAS sections are spread across the city centre, with the main University Offices located in Wellington Square.

For more information please visit: <http://www.admin.ox.ac.uk>

### How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

### Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

### If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [hr@it.ox.ac.uk](mailto:hr@it.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>



## Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

## The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

## Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).