

JOB DESCRIPTION	
Job title: Assistive Technology Co-ordinator	Accountable to: Head of Application Delivery
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £38,694 - £46,423 per annum	Grade: 5
Service: IT Services	Location: LCC- Elephant and Castle
<p>University IT Services</p> <p>We seek to provide an integrated, University-wide approach to information technology, supporting learning and teaching, research, innovation, and the student experience.</p> <p>Our role is to work across the University building relationships with those working directly with students in our six colleges as well as with staff in our cross-University functions such as Estates, HR, and Registry.</p> <p>The majority of the department is based at our Elephant & Castle site with some IT support staff based at other locations.</p> <p>Our department consists of 150 staff across two teams:</p> <p>Services & Operations focuses on customer support and continuous improvement and renewal of the IT infrastructure and is made up of four teams; Technical Operations – managing the infrastructure, Service Operations - including the Service Desk, Security and Communications & Engagement.</p> <p>Projects & Solutions provides the technology roadmap, defines architectural principles, delivers change, co-ordinates innovation and supports core University applications. Within this area, the sub-teams are; Architecture, Application Delivery and Programmes & Projects.</p> <p>We are committed on-going to:</p> <ul style="list-style-type: none"> • Students always being at the centre of our work • Achieving measurable service improvement • Developing our processes and ways of working • Developing our service provision and partnerships with specialised IT teams across UAL • Delivering and refreshing our technology roadmap <p>We have a sizeable portfolio of change initiatives to support UAL meet its ambitions.</p>	
<p>What is the purpose of the role?</p> <p>To facilitate specialist assistive software support and training for students and staff. To maintain and enhance levels of assistive technology (AT) knowledge. To collaborate internally and externally to establish and manage AT initiatives that enhance AT service delivery at UAL. To provide AT documentation and guides to a high standard. To identify assistive technology trends, by evaluating and reviewing innovative AT software platforms, making recommendations to UAL which align with university requirements. Engagement with IT technical teams to co-ordinate and support the deployment of AT software on the university network. Produce roadmaps for all supported AT applications. Work with the Head of Digital Accessibility to ensure the university meets the standards required by the European Web Accessibility directive (2016)</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • Contribute to the development of the university's assistive technology (AT) training offer, by researching and evaluating options for externally-supplied group- and individual AT training and 	

making recommendations to Disability Service managers (for students) or the Diversity Team/Human Resources (for staff).

- Provide staff development opportunities on AT as required, e.g. to front-line staff with responsibility for IT Support, Open Access IT facilities and student support.
- Attend and contribute to Conferences, workshops, seminars, research and events deploying the knowledge and information gained to significantly contribute to business cases for the university's investment in provision of AT products, services and training.
- Assist the University to ensure that consideration of AT users' access needs is embedded in the planning, development and procurement of new IT infrastructure or systems, or developments to the Virtual Learning Environment.
- Disseminate up-to-date information on AT, contributing to the production or procurement of print- and electronic publicity and guides for students and staff.
- Act as a central resource and point of expertise for the Disability Service and IT Services in the area of AT.
- Evaluate and review innovative and emerging AT products, applications and training of potential benefit to students and staff.
- Provide guidance and advice with regards to supporting AT applications, by producing supporting documentation and application road maps.
- Play a leading role in identifying, testing, deploying, maintaining and evaluating AT provision within the University network and sites.
- Provide technical consultancy to IT Services on the deployment of AT across the network and on specific machines.
- Work collaboratively with the Head of Digital Accessibility to ensure Web design and content meets European Web Accessibility standards.
- Research options and provide recommendations to the Head of Disability Service and senior IT managers on appropriate use of assistive technology related budgets.
- Provide consultancy on the suitability, benefits and use of AT for specific users with complex disability-related AT requirements.
- Provide consultancy to Human Resources and the Diversity Team on how best to meet staff members' AT needs.
- Work closely with colleagues from the Teaching and Learning Exchange, IT and Academic Support to ensure that the teaching and working environment is inclusive.

General

- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

Internal:

- Colleagues from IT Services
- Colleagues within the Disability Service
- Colleagues from HR and the Diversity Team
- Colleagues from Library Services and Academic Study Support
- Colleagues from the Digital Accessibility Team
- Colleagues from the teaching and Learning Exchange

external

- Suppliers of Assistive Technology and associated training
- AT-related networks and forums

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Last updated: 4th December 2020

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<p>Degree or equivalent</p> <p>A broad knowledge of disability issues, of different impairments and of the range of assistive technology (AT) solutions.</p> <p>A good understanding of the disability provisions of the Equality Act (2010), its application to higher education and work, and 'reasonable adjustments' which may be required by students and staff in their learning and work place settings.</p> <p>A broad knowledge of AT-related software and hardware</p> <p>A good knowledge of the European Directive on Web Accessibility (2016) and its application within an HE Environment</p> <p>Competent in the use of mobile and desktop operating systems and software.</p> <p>An understanding of software licensing considerations and installing, operating and using assistive software and applications within a network environment.</p>
Relevant Experience	<p>Experience in a teaching, training or support role</p> <p>Experience of working with disabled people</p> <p>experience of assessing the needs of people with a range of assistive technology requirements</p> <p>Experience of producing technology training guides for a range of users</p> <p>Experience of collaborating with a wide range of stakeholders to create shared aims and achieve successful outcomes</p> <p>Experience of successfully communicating technical and practical ideas to a range of audiences</p> <p>Wide-ranging experience of implementation, use and support of standard mobile and desktop applications and software including advanced features.</p>

Communication Skills	Communicates effectively orally and in writing adapting the message for diverse audiences in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student experience or customer service	Builds and maintains positive relationships with students or customers.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems