



Job Profile template Employee

JOB TITLE: Principal Accessibility Officer

GRADE: POC

POST NO: 7266

JOB TIER:

DBS CHECK: None

DIRECTORATE: Residential Services

SERVICE: Planning and Sustainable Growth

REPORTING STRUCTURE see attached Appendix 1

Reports to: Urban Design and Conservation Manager

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

To contribute to the effective delivery of the Residential service, supporting service objectives and ensuring a high-quality service to residents.

The Principal Accessibility Officer is responsible for providing expert advice and leadership on accessibility and inclusive design to ensure that development proposals, regeneration schemes and public realm projects are accessible, inclusive and meet statutory requirements, recognised standards and best practice. The role will influence the design and delivery of high-quality environments by embedding

accessibility considerations at the earliest stages of the development process and promoting positive outcomes for all members of the community.

The postholder will work collaboratively with officers, councillors, developers, community groups and other stakeholders to champion inclusive design principles, provide specialist technical guidance, and secure improvements to accessibility across the built environment. They will also identify and pursue external funding opportunities, including Heritage Lottery and other grant programmes, to support the delivery of accessibility enhancements and regeneration initiatives.

Through effective communication, negotiation and stakeholder engagement, the Principal Accessibility Officer will promote a culture of inclusion, ensuring accessibility is fully considered in policy, planning, development management and public realm projects, while responding to enquiries, representations and complaints and supporting continuous improvement in accessibility standards across the organisation.

Job Description

1. Resident & Community Contribution

- The Principal Accessibility Officer helps create inclusive, accessible and welcoming places where all residents, visitors and communities can participate fully and independently in everyday life. By influencing the design of developments, public spaces and regeneration projects, the role ensures that barriers to access are reduced, equality of opportunity is promoted, and the needs of disabled people, older people and other diverse groups are considered from the outset.
To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. Working with Others

To work collaboratively with colleagues and stakeholders across the Council.

To support/mentor new employees/ team members where requested by management.

To ensure proactive and positive engagement in team meetings and events, maintaining good communication to all team members and maintaining engagement with the Council's vision, priorities and activities.

To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).

3. Operational Service Delivery

To work as part of a team in delivering day-to-day activities of the Planning and Regeneration Teams.

Review planning applications, development proposals and public realm schemes, providing specialist accessibility advice to ensure compliance with legislation, standards and inclusive design principles.

Influence developers, architects and project teams through meetings, design reviews and negotiations to secure positive accessibility outcomes.

Assess access statements, undertake site visits and prepare clear reports and recommendations for officers, committees and stakeholders.

Advise councillors, officers, developers, community groups and members of the public on accessibility matters, responding to enquiries, complaints and consultations.

Support regeneration and public realm projects by embedding accessibility and inclusive design throughout project development and delivery.
Identify funding opportunities and prepare or contribute to grant applications, including heritage and regeneration funding, to deliver accessibility improvements.
Manage multiple projects and priorities while maintaining accurate records, meeting deadlines and keeping up to date with accessibility legislation, standards and best practice.

4. Service Support & Development

Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.

Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels. Adhere to any SLA's in place.

Take part in training, development and service planning activities.

- Act as the Council's lead specialist on accessibility and inclusive design, providing expert advice on development proposals, public realm schemes and regeneration projects, while maintaining professional accreditation through membership of the National Register of Access Consultants and/or the International Association of Accessibility Professionals and applying current best practice to achieve positive accessibility outcomes.

5. Financial & Resource Management

To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

Help deliver against allocated budgets and MTFS saving targets.

Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.

Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

Identify, develop and support applications for external funding opportunities, including Heritage Lottery and other grant programmes, to secure investment for accessibility improvements, public realm enhancements and regeneration projects, ensuring effective use of Council resources and maximising value for money.

6. Service Improvement

Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.

Adopt continuous improvement whilst undertaking role functions.

Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.

Contribute to the development of policy within the area

Monitor emerging legislation, guidance and best practice in accessibility and inclusive design, recommending and implementing service improvements to ensure the Council remains at the forefront of accessible and inclusive development.

7. Contacts

Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.

Act as a specialist representative of the Council on accessibility and inclusive design matters, engaging with internal stakeholders (including planning, highways, regeneration, housing and legal teams) and external partners such as developers, architects, consultants, disability access groups, community organisations, funding bodies (including Heritage Lottery and other grant providers), and statutory agencies, providing expert advice, negotiating outcomes and representing the Council at meetings, design reviews, committees and stakeholder forums in an official capacity.

8. Additional Responsibilities

Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

You may be required to undertake periods of on call which are related to your role, but these would be discussed and agreed.

This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

Percentage of planning applications reviewed within agreed timescales, with clear accessibility advice provided at pre-application and application stages.

Number and quality of accessibility improvements secured through suggestion from the public in conjunction with the Highways Team, reflected in final delivered schemes.

Level of stakeholder satisfaction (internal and external), including feedback from councillors, developers, disability groups and service users.

Contribution to service improvements and policy updates, evidenced by implemented changes to guidance, procedures or design standards.

Number and value of external funding bids identified and submitted (e.g., Heritage Lottery and regeneration grants) and success rate in securing funding.

Evidence of effective cross-service working and representation of the Council at external meetings, forums and partnership groups

Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
At minimum, an Accessibility Officer should be a member of the National Register of Access Consultants (NRAC) and or be a member of IAAP (International Association of Accessibility Professionals).		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Embedding inclusive design principles across council functions. Reviewing policies/projects for equality impact (EQIAs). Reviewing planning applications for: • step-free access • accessible housing standards (e.g., M4(2), M4(3)) • public realm accessibility Advising planners, architects, and developers Supporting design review processes Equality Act application to transport services • accessible for wheelchair users • safe for visually impaired users Providing Input into: • pavement design • crossings • street clutter reduction		

3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience providing accessibility consultation responses to Development Management and the planning process. Experience working on accessibility improvements in the built environment (buildings/public realm) and working within the built environment Experience engaging with access groups, councillors, community groups running and contributing consultation events Experience responding to complaints and member enquires Experience contributing to or leading funding bids with an understanding of funding streams.		
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Knowledge of • Equalities Act 2010 • Building Regulations Part M (M4(1), M4(2), M4(3)) • British Standards: • BS 8300 (accessible buildings) • Lifetime Homes / accessible housing standards • London Plan or local plan policies (if applicable) • Design guidance: • Inclusive Mobility (DfT) • Manual for Street Knowledge of street design principles for level access, tactile paving and crossing types.		

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.

Appendix 1

Organisational Chart – Design and Conservation Team

