

## Arts Department – Access Officer

### Role Profile

#### A. Details

Position:	Access Officer
Grade	Executive Officer
Whole time equivalent	Full-time (35 hours per week)
Reports to:	Corporate Services Director
Duration:	Permanent

#### B. Role Overview

The core role of the access Officer is to provide or coordinate assistance and guidance for persons with disabilities so they can access the services and information provided by the Arts Council.

This role is required under section 26 of the Disability Act 2005. An Access Officer promotes equality and social inclusion by making sure that persons with disabilities can access public services. This is an important part of creating a society where everyone is treated with dignity, has access to human rights and does not suffer from discrimination.

The role of the Access Officer is vital to protecting rights, and for this reason is set out in a law that requires all public bodies as defined by Part 3 of the Disability Act to have an Access Officer. The Disability Act (2005) says that:

26 (2) Each head of a public body referred to in subsection (1) shall authorise at least one of his or her officers (referred to in this Act as “access officers”) to provide or arrange for and co-ordinate the provision of assistance and guidance to persons with disabilities in accessing its services.<sup>1</sup>

#### C. Key Responsibilities

As an Officer:

- Support the values, vision and mission of the Arts Council;
- Have a clear understanding of the objectives and targets of the role and how they support the objectives of your Department, the Arts Council’s strategic goals and the ten year strategy Making Great Art Work;
- Strive to develop, implement and support new ways of working effectively to meet objectives;
- Actively share information, knowledge and expertise to help the team to meet its objectives;

<sup>1</sup> Disability Act 2005. Part 3, Section 26(2)  
<https://www.irishstatutebook.ie/eli/2005/act/14/enacted/en/print.html>

- Be flexible and willing to adapt, positively contributing to the implementation of change;
- Take responsibility and be accountable for the delivery of agreed objectives;
- Successfully manage a range of different projects and work activities at the same time;
- Maintain a strong focus on delivering high performance and service delivery;
- Create and maintain collaborative internal and external relationships;
- Utilise and promote project management guidelines and templates.

#### As Access officer

- Support on-going assessment of accessibility and Universal Design and to co-ordinate the implementation of the Arts Council Accessibility and Universal Design plan and recommend actions to improve the accessibility;
- Support the implementation of policies and appropriate strategies on disability and access; - updated in relation to grade;
- Respond to requests for accessibility assistance, providing support and expert advice in all aspects of accessibility and Universal Design;
- Log and evaluate responses to accessibility requests and queries;
- Work with key departments and identify staff training needs in relation to accessibility and Universal Design;
- Provide induction training and support to new staff members;
- Advise senior management in relation to compliance with the Disability Act 2005
- Ongoing consultation with relevant bodies and key stakeholders;
- Liaise with the internal and external stakeholders, other access officers and encourage sharing of good practice;
- Co-ordinate the provision of information in an accessible format;
- Promote awareness of their role, providing contact details to management, staff, applicants and stakeholders (e.g. on the website, events);
- Provision of access support to candidates who require additional support in completing and submitting their applications as part of the job description.;
- Assist with the development of guidelines to support artists and arts organisations in preparing requests for access costs submitted by as part of their funding applications;
- Advise and support the internal assessment of access costs requests submitted by artists and arts organisations as part of their funding applications;
- Assist the Human Resource Department with the development of a code of practice for hiring and supporting individual staff members with disabilities and provide support and advise in matters relating to disability inclusive workplaces;
- Liaise with the Arts Council's decision-makers and key stakeholders to ensure ongoing consultation mechanisms are in place with people with disabilities;
- Support the Arts Council's decision-makers and key stakeholders to address outreach and build partnerships with disability organisations and relevant organisations;
- Assist Senior Management to ensure that accessibility policies and procedures are up-to-date, taking account of all accessibility related developments, including key decisions made at a national level and ensuring adherence with all legislative and regulatory obligations;
- Provide guidance and support to colleagues on developing accessible events.

#### Role Demands

- Organise meetings and events as required;
- Support communication on a range of platforms and in a range of contexts of the Arts Directors projects and work programme;
- Act as key link person between Arts Council staff and external strategic partners and service providers;
- Inform departmental work planning to ensure good matching of resources with work programme envisaged;
- Liaise with all other teams, the Directors Office, Finance, SDD, Communications, HR and Operations, , in particular on systems and methodologies so as to support the development of consistency and quality in information, analysis and processes;
- Provide information and other supports to assist internal or external research and development projects undertaken by the Arts Council unilaterally or in partnership;
- Co-ordinate payments to suppliers;
- Provide advice and support in relation to contact queries, logging accessibility queries and resolutions;
- Co-ordinate between relevant teams / departments to assist in the implementation of transversal projects;
- Provide materials to support advocacy initiatives undertaken by the Arts Council;
- Provide materials to support the Arts Council in exercising its responsibilities in domains such as FOI and in informing responses to PQs and requests for speech materials, as well as corporate communications such as the AC newsletter and Annual Report;
- Provide cover to other Teams/Departments as required.

#### D. Skills Knowledge and Experiences

- Proven experience working within a similar role;
- Working knowledge and understanding of relevant legislation and criteria (e.g. Equality legislation, participation in the Arts);
- Experience handling difficult or sensitive customer-facing situations in a professional manner;
- Excellent event/project management and co-ordination skills with proven experience in setting up meetings through remote communication systems;
- Excellent relevant IT and data management skills with a high degree of proficiency in Microsoft Office, particularly Word, Excel and Teams;
- Proven ability to deliver efficient and professional information, and support in a flexible manner to meet the needs of stakeholders on a range of issues in a very discreet manner; Excellent interpersonal skills along with advanced verbal, written, and communication skills;
- Proven administrative and organisational skills with the ability to manage, prioritise, and complete a variety of tasks under pressure and within deadlines;

- Excellent problem-solving capabilities together with a proven ability to work effectively on own initiative and as part of an established team;
- A team player with excellent relationship, communication, planning and execution skills.
- A commitment to high standards of public service;
- Some level of Irish verbal and written skills desirable, but not necessary for the role.