

User Experience and digital Accessibility Consultant or Senior Consultant

About the job

We're looking for someone who can deliver high quality, innovative user experience and digital accessibility research for our clients. A typical week might include:

- Conducting audits against well recognised accessibility guidelines (for example WCAG v2.1) and providing clients with effective recommendations
- Facilitating research sessions (with target users with and without disabilities), analysing and communicating findings in an engaging way
- Producing high quality deliverables for research projects you are working on
- Writing proposals for new projects that meet clients' budget and timescales
- Spreading the word about the great work that we do – either at a public event or through chatting to our clients
- Facilitating interactive training courses to upskill and share our accessibility and user experience knowledge with our clients.

What we expect of you

- You have experience in producing high-level deliverables and meeting deadlines.
- You enjoy working as part of a team.
- You have excellent communication skills; listening, interpreting and describing sometimes complex concepts in an engaging way.
- You have a deep understanding of web accessibility requirements and guidelines (including WCAG 2.1) and have experience of evaluating online content on desktop and mobile against them.
- You are familiar with HTML and CSS and have basic web development skills.
- You have experience of using assistive technologies (e.g. screen readers, screen magnifiers) on both desktop and mobile devices.
- You are an experienced researcher and have conducted user testing sessions with participants with a disability.
- You are able to think creatively about how we can meet client needs using your knowledge of accessibility.
- Ideally, you have experience of applying different research methods (e.g. usability testing, in context research, remote usability research, accessibility research), conducting analysis and pulling out key findings.
- Though you may specialise in accessibility, you are also keen to expand your skill set to include more general user experience work.
- You are an experienced and competent user of PowerPoint, Excel and Word.
- You have a degree in IT, Accessibility, Human Computer Interaction, Interaction design or Human Centred Systems. Alternatively, you have experience of working in the accessibility field for at least 3 years.
- You are fluent in English – but we work internationally, so other languages can be helpful.

Package

We offer you a great place to work, a superb expert team to work with, the opportunity to take your career in the direction that you want plus a competitive salary. You will also have the opportunity to help shape the new accessibility services that we hope to offer in the future. We also provide a generous pension contribution and individual training allowance.

About us

We provide a range of expert consultancy-led solutions that help our clients resolve problems, design solutions and boost performance. Our professional advice, research, and insights make places, products and services more productive and engaging to use. Through our consultancy, training and research we help clients keep their customers or users at the heart of their designs and services. We have a long list of clients that value our expertise and the quality of our work. We are based in Central London, although our clients (and our work) spans the globe.