



Senior Accessibility Innovation Manager

About the Team and the Role

The Senior Accessibility Innovation Manager will lead the operational delivery of a three-year third-party technology partnership with a leading global technology company. The post holder will manage the recruitment, onboarding, support and ongoing engagement of participating organisations, ensuring they can adopt and use the digital accessibility tool effectively to help break down barriers for people with a learning disability.

The postholder will be responsible for building strong relationships with partner and participating organisations, supporting implementation planning, troubleshooting barriers to adoption, gathering programme learning and impact evidence, and working closely with colleagues across Mencap to deliver the partnership's participation, adoption and impact outcomes.

Key responsibilities

Partnership Leadership and Programme Delivery

- Lead the operational delivery of the three-year third-party technology partnership, ensuring activity is delivered in line with agreed objectives, timelines, governance and impact measures.
- Act as the main operational lead between Mencap, the technology partner and participating organisations.

- Develop clear delivery plans, milestones and ways of working to support successful partnership implementation.
- Monitor progress, risks, learning and impact across the partnership, escalating issues and identifying opportunities to strengthen delivery.
- Represent the programme externally with credibility, clarity and confidence across charity, public and private sector audiences.

Strategic Technology Partnership Delivery

- Lead the implementation and delivery of a major three-year partnership focused on an AI-powered tool that enables organisations to create easy read content more efficiently.
- Key responsibilities include:
- Lead operational delivery of the programme, ensuring activity is delivered in line with agreed outcomes, timelines, partner expectations and impact measures.
- Develop and manage relationships with participating organisations across key sectors, including charities, disability organisations, community-based organisations, public and private sector bodies, and employers.
- Working with senior stakeholders across Mencap to identify and prioritise organisations to participate in the programme.
- Present the benefits of the tool and the partnership programme to senior external stakeholders.
- Design and oversee delivery of workshops, demonstrations and pilot activities.
- Monitoring project progress, risks, outcomes and impact.
- Provide programme performance data, insight and impact information to support internal governance and external funder reporting
- Supporting the long-term adoption and sustainability of the tool beyond the initial project period.
- Develop and deliver adoption plans to support sustainable use of accessibility tools beyond initial training.
- Support programme evaluation through participant feedback, case studies, impact evidence and adoption metrics.

Team Leadership and Programme Capability

- Provide leadership, direction and line management to for the project, working alongside colleagues across Mencap to deliver the partnership.
- Develop a high-performing, collaborative and partner-focused programme team.



We are **passionate**
about making the
world a better place



We are **positive**
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with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

- Support professional development and continuous learning within the team.
- Oversee the rollout and adoption of the accessibility tool with participating third-party organisations.
- Develop programme resources, guidance and support materials to help participating organisations use the tool confidently and consistently.

What you will bring to the role (Essentials)

- Significant experience leading complex partnership, innovation, digital transformation or social impact programmes involving multiple stakeholders.
- Experience developing relationships and managing stakeholders and partnerships at a senior level.
- Experience leading multidisciplinary projects from concept through to delivery.
- Experience presenting to senior audiences and representing an organisation externally.
- Outstanding communication and presentation skills
- Strong project management skills
- Data-driven decision making and reporting skills.
- A strong commitment to accessibility, inclusion and social impact.

Desirable skills and experience

- Experience working within the charity sector.
- Experience working with AI-enabled products or digital innovation programmes.
- Experience working directly with people with a learning disability through co-production or lived experience approaches.
- Strong understanding of accessibility, inclusive communication and user-centred approaches, especially for people with a learning disability.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



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“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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