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ACCESSIBILITY SERVICES LEAD

ABOUT THE OPPORTUNITY

Position: Accessibility Services Lead

Location: South Africa

Position Type: Full-time, Senior Specialist

Department: Passenger Experience

Reporting To: Customer Experience Director

Closing Date: 29 August 2025

- Pioneering Inclusive Travel at South Africa's Newest International Hub
- As the Airport undergoes its transformative upgrade to Category 5 status, we seek a visionary Accessibility Services Lead to design and implement Africa's most comprehensive airport accessibility program.
- This groundbreaking role will establish new benchmarks for inclusive travel as we prepare to serve 500 thousand+ annual passengers, including 80,000+ travelers with specific access requirements.

Send your CV and portfolio to:

✉ careers@africaskyairportsgroup.com

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ACCESSIBILITY SERVICES LEAD

KEY RESPONSIBILITIES

- 1. Universal Access Strategy Development
- Create and execute a Category 5 Accessibility Masterplan exceeding ICAO and UNCRPD standards
- Conduct gap analysis of current facilities against global best practices
- Develop 5-year roadmap for progressive accessibility enhancements
- 2. Infrastructure & Service Design
- Lead accessibility input for all new terminal designs (R2B upgrade) including:
 - Wayfinding systems for visually impaired passengers
 - Sensory-friendly quiet zones
 - Assisted travel pathways
 - Specify requirements for:
 - Boarding assistance equipment
 - Accessible sanitation facilities
 - Emergency evacuation solutions
- 3. Operational Excellence
- Design and implement end-to-end assisted travel services
- Establish 24/7 accessibility help points throughout terminal

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- Develop training programs for 1,000+ frontline staff
- Create accessibility incident response protocols

- 4. Stakeholder Engagement
- Serve as primary liaison for:
- Disability advocacy groups
- Government accessibility regulators
- Airlines' special assistance teams
- Establish Passenger Accessibility Advisory Panel

- 5. Compliance & Innovation
- Ensure compliance with:
- South African Disability Act
- ICAO Annex 9
- IATA Resolution 700
- Pilot cutting-edge assistive technologies (AR navigation, smart wheelchairs)
- ciples across all facilities
- Train staff in DEI service delivery

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- Essential Qualifications:
 - Degree in Disability Studies, Universal Design, or related field
 - Certification in Accessibility (IAAP CPACC preferred)
- Experience:
 - 5+ years in accessibility leadership (aviation, transport or major public facilities)
 - Proven track record in:
 - Delivering large-scale accessibility projects
 - Creating staff training programs
 - Implementing assistive technologies

DESIRED SKILLS

- Skills & Competencies:
 - South African disability legislation
 - Global aviation accessibility standards
 - Universal design principles

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WHY JOIN US?

- Directly impact quality of travel for 500 thousand+ passengers annually
- R20M budget for accessibility innovations
- Opportunity to set new African standards
- Work with world-class architects and designers

HOW TO APPLY

- Interested candidates should submit their CV, cover letter, and relevant certifications to (careers@africaskyairportsgroup.com) with the subject line ('**Accessibility Services Lead Application**')
- Application Deadline: **29 August 2025**
- Join us in redefining excellence in aviation!
- Africa Sky Airports Group is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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