Accessibility statement for the ITV Jobs site

ITV is for everyone. ITV wants to enable all our viewers and consumers to access our services with ease. We want all our colleagues to work without barriers to information, facilities or tools.

We are committed to ensuring digital accessibility for everyone. We are continually improving the user experience for all. We are working to the relevant accessibility standards.

We have a dedicated Accessibility team at ITV. The team works to ensure our sites and services reach a level of accessibility suitable for their purpose. Our testing processes reference personas with different accessibility needs. We include relevant user journeys. These ensure compatibility with a range of assistive tools and accessible approaches.

Our measures to support accessibility

ITV takes the following measures to ensure the accessibility of all our content.

- ITV is a member of the Valuable 500. Executive board level support of our Diversity and Inclusion initiatives.
- ITV is a UK Disability Confident Leader. More information can be found at the UK Department for Work and Pensions Disability Confident Leader website.
- Accessibility is included throughout our internal policies.
- Accessibility is integrated into our procurement practices.
- Diversity & Inclusion and Accessibility Directors are supported by relevant staff subject matter experts.
- Accessibility training and support networks are provided for our staff.
- Clear accessibility targets and responsibilities are agreed through a board-represented accessibility steering group.
- Formal accessibility quality assurance methods are employed for pre-release and periodic audits and testing.

Using the website

We aim to provide the most accessible experience possible for our visitors. We have implemented the following accessibility features:

Navigation

- Logical and consistent navigation are provided for keyboard users.
- Links can be understood out of context for screen reader users.
- Links are highlighted on keyboard focus.
- Screen reader navigation.

If you are using a screen reader, such as NVDA or VoiceOver, you will be able to navigate through the site. Please use the standard keyboard commands for that particular screen reader software.

Changing the visual presentation

We design our websites to be responsive to visual presentation settings within internet browsers. You can use the controls in your browser to change the size of the text displayed. Google provides this presentation help page for Google Chrome. This is the equivalent presentation page for Microsoft Edge.

Within Google Chrome, you can adjust colours using the appropriate extension. Please find more details on this Chrome accessibility extension guidance page.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for website designers and developers. It aims to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

ITV Jobs is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard. See below for limitations, alternatives and planned remedial actions.

Further accessibility consideration

The ITV Jobs site has been given the following Shaw Trust Accessible accreditation - https://www.accessibility-services.co.uk/certificates/itv-jobs/

Feedback

We welcome your feedback on the accessibility of ITV Jobs. Please let us know if you encounter accessibility barriers on ITV Jobs:

- Recruitment email: talkingcareers@itv.com. For queries relating to anything in relation to your application and/or the Resourcing & Selection process.

- Development email: talkingdevelopment@itv.com for queries relating to our development activity within ITV.

- Accessibility email: accessibility@itv.com for any feedback or complaints regarding the accessibility of this site.

We try to respond to feedback within two business days.

Compatibility with browsers and assistive technology

We tested the ITV Jobs site on desktop devices with the following assistive technologies:

- Chrome browser on Windows. Windows 8 v6.3 using ChromeVox on Chrome Version 85.0.4183.121 (Official Build) (64-bit). Testing executed 28 October 2020 to 2 November 2020.

- Safari on Mac. Mac OS 10.15.6 (Catalina) using VoiceOver, Safari 14.0.1. Testing executed 2 to 6 December 2020, exceptions test only.

Technical specifications

The accessibility of ITV Jobs relies on the following technologies. Your experience will depend on your combination of web browser and assistive technologies.

- HTML
- WAI-ARIA
- CSS
- JavaScript

We rely on these technologies for conformance with the accessibility standards used.

Limitations and alternatives

We have worked hard to ensure ITV Jobs is accessible. You may still find some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for ITV Jobs:

1. **'Our latest news'**: Screen readers may be unable to access / read this text. ITV are looking to resolve the issue in forthcoming updates to the page. Please access this content via the following Blog link if you cannot access it via the home page - https://www.itvjobs.com/blog.

2. **Job application process**: The following limitations may be observed when using the site:-

   ○ Lack of clarity in heading structure.

   ○ Required form content is not indicated in an accessible manner.

   ○ Some large blocks of text may not reflow in certain screen zoom sizes.

   ○ A third party platform provides the job application process functionality. ITV is unable to make further changes to this platform.

   If you use a screen reader, it may be simpler to avoid populating the Work Experience or Education fields.

   Instead, please:-

   - Navigate to the role you wish to apply for. Select "Apply for Job".
   - Sign in with an existing email and password or create a new account as appropriate.
   - In step 1, select your CV and upload it.
   - Select save and continue.
   - You may get an error message if your CV lacks sufficient detail.
   - Complete the Introductory Questions, Role Specific Questions, My Attachment sections and Personal Information sections as fully as you can.
   - You do not need to complete the work experience and education sections if you have uploaded a CV containing this information. You can remove any remaining work experience or education fields using the 'remove' link / button.
   - Save and continue.
   - Submit

   Please leave yourself plenty of time to complete this process.

We are here to help you. If you have any issues completing your application, please contact us on talkingcareers@itv.com. You can also contact us if you have queries about the job application process.

ITV is currently reviewing the platforms and suppliers that provide such services. We expect to introduce improvements as part of this review.

Assessment approach

ITV assessed the accessibility of ITV Jobs by the following approaches:

- Self-evaluation.

- External evaluation.

Evaluation report

An evaluation report for ITV Jobs is available at: https://www.accessibility-services.co.uk/certificates/itv-jobs/.

Formal approval of this accessibility statement

The ITV Accessibility team and relevant ITV teams have approved this Accessibility Statement.

Accessibility-related feedback or formal complaints

Please contact the Accessibility team at accessibility@itv.com with any feedback or complaints regarding the accessibility of this site.

If you have any feedback or complaints regarding the application process, please contact talkingcareers@itv.com.