



INTERNAL JOB VACANCIES

10th January 2020

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Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

Available roles

Role	Location	Closing date	
Access Assistant	Nottingham	15/01/2020	External
IGDF Office Manager	Central Office	26/01/2020	External
Communications Officer	Central Office	13/01/2020	External
Access Assistant	Liverpool	12/01/2020	External
Head of Skills, Information and Support Services	Leeds	19/01/2020	External
Marketing Executive	Central Office	15/01/2020	External
Digital Delivery Manager	Central Office	12/01/2020	External
Office Supervisor	Cardiff	19/01/2020	External
Office Supervisor	Reading	26/01/2020	External
Dog Care & Welfare Assistant	Atherton	13/01/2020	Internal
Local Fundraising Relationship Manager	Home Based (Geographical Area)	19/01/2020	External
Digital Communications Officer	Central Office	19/01/2020	External
Site Facilities Manager	National Breeding Centre	26/01/2020	External
Qualified Habilitation Specialist	London	16/02/2020	External
Financial Controller	Central Office	22/01/2020	External
Research Associate - Behaviour Science	National Breeding Centre	29/01/2020	External
Qualified Habilitation Specialist	London	16/02/2020	External
Operations Manager - Canine Assisted Service	Office Based (Home Start)	16/01/2020	Internal
Major Donor Manager	London	26/01/2020	External

[For further details \(including how to apply\) for all external vacancies, please see our jobs board by clicking anywhere on this sentence.](#)

Thank you for your interest in working with Guide Dogs.

Please see below for the job description and person specification for each of the internal roles listed above.

The contents table at the top of this document will tell you the page number for each role.

Job Description: Dog Care & Welfare Assistant

Vacancy Dog Care & Welfare Assistant
Salary GBP £17,879 to £18,931 per annum
Job Type Grade 2
Category Permanent- Full Time
Closing Date 13/01/2020
Date Posted 06/01/2020
Reference 0000036038
Location Atherton
Region North West

General Information

Job Title:
Dog Care & Welfare Assistant
Team:
Dog Care & Welfare Team
Department:
Dog Care & Welfare
Directorate:
Mobility Services
Job Location:
Guide Dog Training School
Reports To:
Dog Care and Welfare Manager

Number of Direct Reports:
None

Number of Volunteer Reports:
None

Budgetary Responsibility in Pounds:
None

Financial Targets:
None

Matrix Reporting Lines To:
None

Level of Disclosure Check Required and Related Workforce:
None

Overall Purpose

Provide for the mental and physical welfare and specialist care of all dogs whilst housed in kennels at a Guide Dog Training School. To provide day to day husbandry of dogs in kennels ensuring adherence to national dog care working practices and standard operating procedures.

Key Accountabilities of the Role

	Key Accountability
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1	To carry out day to day husbandry of up to 35 dogs within a block of kennels, ensuring application of agreed national dog care working practices and standard operating procedures. This will include the provision of specialist health care, under supervision, such as convalescing stock, puppies, whelping/nursing bitches and neonates and infectious cases providing animal husbandry.
2	Monitor and maintain the mental & physical wellbeing of dogs within the kennel environment, to ensure all dogs are fit & healthy, to allow them to progress as future guide dogs/breeding stock. Identify potential issues and refer these upwards as appropriate.
3	Responsible for maintaining behavioural responses within the kennel environment, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits. Identifying and referring potential handling or behavioural issues upwards as appropriate.
4	To support trainees and volunteers working within the kennel environment whilst carrying out daily husbandry of dogs to ensure consistency of standards.
5	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs.
6	Operates as a team member working with managers, supervisors and colleagues, by providing practical skills to fulfil the delivery of a dog care and welfare service. Maintain professional working relationships with other technical staff, other departments and external contacts (centre vet, specialists, volunteers, boarders) as required.
7	Any other activities relevant to the role that will enable us to get blind and partially sighted people out and about in the way they choose
8	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

All staff are expected to demonstrate Guide Dogs' Values, the beliefs that guide the entire organisation.

- 1 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs
3. Is committed to quality and service
4. Understands how Guide Dogs operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
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Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling	N/A
Previous relevant experience	Able to demonstrate ability to organise own work priorities within set time frames	Practical experience working with dogs within either dog care or training environment. Work with volunteers
Knowledge	Understanding of animal care and behaviour	Basic computer skills
Qualifications / Training	5 GCSEs at Grade C or above to include English, Maths and Science or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role	NVQ Animal Care qualification
Special requirements (such as travel /overnight stays)	Able to work unsocial hours including evenings, weekends and bank holidays	N/A
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	

Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs at all times and be a fundraiser.

This job profile is accurate as at the date shown below. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes in or to the role.

GRADE OF POST: 2

DATE OF EVALUATION: 20th June 2011

Job Description: Operations Manager - Canine Assisted Service

Vacancy Operations Manager - Canine Assisted Service
Salary GBP £34,688 to £36,729 per annum
Job Type Grade 5
Category Permanent- Full Time
Closing Date 16/01/2020
Date Posted 09/01/2020
Reference 0000036104
Location Office Based (Home Start)
Region National

General Information

Job Title:
Operations Manager - Canine Assisted Service (CAS)
Team:
Central Midlands Region
Directorate:
Operations
Job Location:
Leamington Regional Centre (with travel across the Region)
Reports To:
Head of CAS Operations
Number of Direct Reports:
Up to 9
Number of Volunteer Reports:

Up to 5
Budgetary Responsibility in Pounds:
None, authorisation levels up to £5,000
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
Enhanced Children & Adults
Atlantic Data Job Title:
Works with children and adults in a supervisory capacity

Overall Purpose

To lead and manage a cross functional operations team of staff and volunteers working with adults, children and young people and their families to provide the consistent delivery of person-centred services in accordance with their needs. Responsible for planning, managing and delivering the team's operational delivery plan, ensuring activities meet business need and are in line with Guide Dogs strategy, and motivating staff and volunteers to deliver exceptional, person-centred services. Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region/Country and nationally alongside the Service Design teams.

Key Accountabilities of the Role

	Key Accountability
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1	<p>Service Delivery –</p> <ul style="list-style-type: none"> • Responsible for the operational delivery required to enable person-centred services within the allocated geographical area of your Region/Country, ensuring all prioritisation criteria are correctly applied within a person-centred framework. • Responsible for the person-centred delivery of Guide Dog's CAS or SISS services ensuring regional/country and national service consistency in collaboration with colleagues. • Work with key collaborative partners to augment, promote, develop and deliver these services, ensuring dependencies both external (i.e contracts) and internal (dog supply chains) are managed as applicable to meet their objectives and targets. • Lead the team to proactively identify and resolve areas of concern in standardisation and process application, systematically resolving to meet agreed internal and external service standards. • Ensures feedback and the voice of our customers is utilised to achieve continuous improvement. • Support the Regional Leadership Team to identify, and implement funding opportunities or joint collaborative working in the sector for our services. • Works closely with safeguarding team members to embed safe practices in front line service delivery, ensuring customers of our services receive appropriate escalation, and processes in line with our safeguarding policies and procedures, adhering to action plans as advised.
2	<p>Managing Staff and lead volunteers –</p> <ul style="list-style-type: none"> • Provide first-line leadership to staff teams, managing and developing a high performing operations team. • Develop team working, knowledge-sharing and promote professional best working practice. • Working with other professionals as required (internal or external), enable supervision to staff who may have specialist responsibilities (e.g. rehabilitation / guide dog training / habilitation) as appropriate.

	<ul style="list-style-type: none"> • Manages recruitment and staff resourcing in the team to ensure service delivery targets are met and operational performance is achieved, coordinating any technical trainee requirements and/or development needs of staff is supported in team. • Ensure that strong volunteer and employee engagement is achieved through active listening and effective leadership. • Responsible for performance management of operational staff members in accordance with Guide Dogs policies and processes. • Responsible for managing staff and volunteers adhering to safeguarding within Guide Dogs policy and procedure, ensuring all team members adhere to training and process compliance.
3	Planning and strategy – <ul style="list-style-type: none"> • Plans a defined staged delivery plan within their service area for the team, working collaboratively with internal and external stakeholders to ensure a cohesive and customer driven plan is in place to deliver current and future needs, in line with the Regional / Country objectives and targets and aligned with national goals • Supports planning of long-term (e.g. 5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders. • Monitor and evaluate against key performance indicators, ensuring targets are met and variances are understood and managed. • Ensures appropriate resources are available to deliver the plan, meeting the needs of people with sight loss and their families. • Work collaboratively with other internal and external professionals to plan delivery of services as necessary. • Support the Regional Leadership Team in developing and implementing change management concepts to enable strategic objectives to be operationalised.
4	Quality Assurance – <ul style="list-style-type: none"> • Ensure that national (organisational / statutory / federation) standards are met and maintained through evaluation and engagement, providing a consistent, person-centred, high quality service to people with sight loss and their families.

	<ul style="list-style-type: none"> • Monitor and respond to feedback to ensure needs are met and continued improvement achieved. • Problem solve and initiate any service improvements needs for the team, sharing best practice with the Region/Country and nationally as appropriate. • Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards.
5	Financial Focus – <ul style="list-style-type: none"> • Ensures that operations staff and volunteers support fundraising where appropriate. • Support the Regional Leadership Team to ensure all relevant aspects of the operations budget is monitored and team expenditure against that budget is compliant and maximises efficiencies.
6	Personal Development - Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

All staff are expected to demonstrate Guide Dogs' Values, the beliefs that guide the entire organisation.

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Competencies

1. Conducts themselves in a manner appropriate to a management role
2. Communicates effectively in different situations and at different levels
3. Manages individual and team performance to deliver results
4. Creates a team environment which promotes wellbeing and maximises personal effectiveness
5. Contributes outside of their immediate team
6. Understands and applies policies and procedures appropriately

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	<p>Extensive experience and proven ability to work safely with adults, children and young people with developed understanding of both issues affecting all vulnerable groups</p> <p>Demonstrates excellent verbal and written communication skills.</p> <p>Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with</p>	<p>Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment</p> <p>Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable</p>

	<p>statutory and/or voluntary sectors.</p> <p>Proven experience of planning and delivering person-centred services to meet the needs of adults, children and young people with sight loss and their families.</p> <p>Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.</p> <p>Demonstrates developed organisational, planning and time management skills.</p> <p>Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact</p>	<p>Experience of working in any the following settings:</p> <ul style="list-style-type: none"> - education - health and social care - police/probation
Previous relevant experience	<p>Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people</p> <p>Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers)</p>	<p>Experience of professional supervision of staff working with children with complex needs.</p> <p>Experience of handling safeguarding concerns within a service delivery setting</p>

	Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved	
Knowledge	<p>Knowledge and understanding of effective management protocol</p> <p>Knowledge of models of person-centred service delivery to adults, children, young people and their families</p> <p>Knowledge of current legislation in regard to safeguarding</p>	<p>Knowledge of current legislation, policy and research relating to people with sight loss and/or disability</p> <p>Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.</p>
Qualifications/ Training	Management qualification or equivalent relevant experience	<p>Professional qualification e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehabilitation</p> <p>Training for instructing guide dog partnerships</p>
Special requirements (such as travel /overnight stays)	<p>Travel within the Region/Country will be required, alongside occasional overnight stays for national meetings throughout the UK</p> <p>Able and willing to travel extensively throughout the team area for operational service delivery needs.</p>	

	Ability to work occasional evenings and weekends to meet the service need.	
Other	<p>Dogs are located on all our office sites. Dog free spaces are available but limited.</p> <p>Must be able to complete duties comfortably with dogs in/or nearby the workplace.</p>	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs always and be a fundraiser.

This job profile is accurate as at the date shown below. In consultation with the post holder it is liable to variation by management to reflect or anticipate changes in or to the role.

GRADE OF POST: 5

DATE OF EVALUATION: 30th April 2019 (updated)

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