



# INTERNAL JOB VACANCIES

1st November 2019

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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

<b>Role</b>	<b>Location</b>	<b>Closing date</b>	
Qualified Habilitation Specialist	North West	13/11/2019	External
Volunteering Coordinator	Welwyn Garden City	14/11/2019	External
Office Supervisor	Reading	03/11/2019	External
HR Coordinator	Central Office	03/11/2019	External
Orientation & Mobility Specialist	Nottingham	26/01/2020	External
Facilities Site Coordinator	London	03/11/2019	External
Guide Dog Mobility Instructor	Forfar	22/11/2019	External
Guide Dog Mobility Instructor	Glasgow	22/11/2019	External
Operations Support Coordinator	Shrewsbury	06/11/2019	External
Individual Giving Single Gifts Product Manager	Central Office	07/11/2019	External
Dog Care & Welfare Technician	Exeter	03/11/2019	External
Access Information & Empowerment Officer	Office Based	03/11/2019	Internal
Dog Care & Welfare Technician	Southampton	03/11/2019	External
Dog Care & Welfare Technician	Shrewsbury	04/11/2019	Internal
Programme Funding Officer	Home Based (Nominated Office)	04/11/2019	Internal
Telefundraising Executive	Central Office	17/11/2019	External
ECommerce Executive	Central Office	12/11/2019	External

Guide Dog Mobility Instructor	Newcastle	06/11/2019	External
Diversity & Inclusion Manager	Central Office	13/11/2019	External
Dog Care & Welfare Assistant	Forfar	07/11/2019	Internal
Volunteer Boarder Coordinator	Redbridge	13/11/2019	External
Fundraising Executive	Central Office	14/11/2019	External
My Guide Service Manager	Leamington	14/11/2019	External
CAS Operations Manager	Welwyn Garden City	17/11/2019	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: Access Information & Empowerment Officer

**Vacancy** Access Information & Empowerment Officer  
**Salary** GBP £27,472 to £29,091 per annum  
**Job Type** Grade 4  
**Category** Permanent- Full Time  
**Closing Date** 03/11/2019  
**Date Posted** 25/10/2019  
**Reference** 0000034483  
**Location** Office Based  
**Region** National

## General Information

Job Title:
Access Information & Empowerment Officer

  

Team:
National

  

Department:
Engagement

  

Directorate:
Operations

  

Job Location:
Any Guide Dogs office, nationally

Reports To:
National Improvement Lead – Engagement

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:
Enhanced - Adult workforce

Atlantic Data Job Title:
Support Officer for Blind People

## Overall Purpose

Offer a telephone support service empowers people with a vision impairment who may have been potentially discriminated against by being refused access to a public service. Our access support service provides information to people experiencing access refusals, which enables them to address the issue and links them to other service providers should they want to address this legally. You will maintain evidence of discrimination through our AIMS system to ensure we capture accurate usable data in accordance with GDPR requirements.

## Key Accountabilities of the Role

	<b>Key Accountability</b>
1	<b>Empower and support Customers</b> To empower and support customers who have been potentially discriminated against by being refused access to a public service or treated unfairly in keeping with Guide Dogs policy and procedures. Utilising resources available to support the customer to challenge service providers. Liaise with internal regional staff regarding local by laws where appropriate.
2	<b>Signposting, referrals and critical information</b> Where relevant and necessary signpost and/or refer to other partner organisations for support and information. Provide relevant information regarding policy/legislation development by the local and national governments which may have an impact on accessibility and inclusion for people with sight loss.
3	<b>Correspondence and addressing access refusals</b> Where necessary act on behalf of the organisation to address access issues with national or large organisations who repeatedly refuse access to people with a vision impairment.
4	<b>Data Collection and Reporting</b> Maintain evidence of discrimination through accurate recording of information on AIM's, delivering reports to key staff/departments to inform future campaign work or in response to media requests. Ensure all data is captured and managed in line with GDPR requirements

	and Guide Dogs policies and procedures. Compile monthly reports on a national basis and regional access reports to ensure community teams are kept informed.
5	Any other activities relevant to the role that will enable us to get enable people with a vision impairment to get out and about in the way they choose and most appropriate to their specific lifestyle.
5	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.

**Open**

**Passionate**

**Innovative**

## Competencies

Staff Member

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
Values and behaviours	See section above	
Job specific skills	Proven ability to communicate effectively and tactfully both verbally and in writing. Demonstrable Ability to deal with people at all levels. Able to plan, prioritise and self monitor activity with	

	limited support from line manager. Confident in speaking to a variety of audiences with a track record of delivering engaging presentations.	
Previous relevant experience	<p>Experience in working to the empowerment approach. Experience of challenging discrimination. Experience of delivering presentations and preparing reports for a range of stakeholders.</p> <p>Lived experience of vision impairment (either self or direct family member)</p>	Has worked in an environment with a strong customer ethos. Experience of working in the voluntary/charitable sector. Experience of delivering training/awareness.
Knowledge	<p>Understanding of the rights of people with sight loss where discrimination is concerned. Up to date knowledge of the Equality Act 2010 and Disability Discrimination Act 1995.</p> <p>A sound knowledge of the practical and environmental challenges which can affect the independence and mobility of Blind and Partially sighted people and able to apply this knowledge to achieve sustained improvement.</p> <p>Able to use Microsoft Office (Word, Excel, Power point etc.).</p>	Has worked in an empowering, campaigning or educational role dealing with access and inclusion issues for blind and partially sighted people.
Qualifications / Training	GCSE, or equivalent standard of education,	

	including literacy and numeracy competence.	
Special requirements (such as travel /overnight stays)	Frequent travel through the area covered by the Community Team or Region, including occasional overnight stays.	
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 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: 4**

**DATE OF EVALUATION: 30/05/19**

## **Job Description: Dog Care & Welfare Technician**

**Vacancy** Dog Care & Welfare Technician  
**Salary** GBP £21,568 to £22,838 per annum  
**Job Type** Grade 3  
**Category** Permanent- Full Time  
**Closing Date** 04/11/2019  
**Date Posted** 28/10/2019  
**Reference** 0000034548  
**Location** Shrewsbury  
**Region** West Midlands

**Job Title:** **Dog Care Technician (Community Team)**

**Directorate:** Operations

**Reports To:** TBC

**Matrix Reporting To:** TBC

**Disclosure Check Level:** Enhanced

**Date created/last reviewed:** 15/08/2019

**Overall Role Purpose**

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

**Key Responsibilities**

- Monitor and maintain the mental and physical wellbeing of up to 20 dogs housed within the Community Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Operational Service Standards. Animal husbandry for all dogs includes the provision of routine or specialist technical health care, such as convalescing care, managing dogs undergoing health assessment and management of contagious cases.
- Plan and carry out routine health treatment and medication as necessary. To plan for routine health checks to be carried out at the designated veterinary practice. Escalate health concerns to

manager, and under their direction, seek veterinarian intervention where required. Maintain accurate and up to date records in relation to dog health.

- Responsible for maintaining dog behaviour around the office/day care accommodation and the education of the desired response to the dog being handled when receiving treatments/grooming, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits at all times. Identify potential issues and refer to the relevant dog trainer or Dog Care Advisor as appropriate.
- Manage and coordinate the placement of dogs with Volunteer Boarders. This will involve ensuring that sufficient volunteer resources are in place, working to agreed resource plans. This is achieved by home checking applicants, escalating any concerns to management. Coordinating training and ongoing management of these volunteers. Working in conjunction with dog trainers to provide day to day advice to support volunteers caring for specific dogs.
- Supervising and tutoring unqualified Dog Care and other staff in animal husbandry and care in line with operational standards.
- Responsible for the support and education of volunteers in relation to the care and welfare of the dogs under their care. This will include managing and coordinating the work of a team of Dog Care Volunteers, on site, to support the mental and physical wellbeing of dogs in the team environment.
- In conjunction with dog training staff, co-ordinate the accommodation of dogs within the site, utilising office and day care accommodation space appropriately considering the specific needs of individual dogs.
- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support

to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.

- Maintain professional working relationships and communication with other technical staff, other departments and external contacts (specialists, volunteers, boarders) as required.
- 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
- 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).

#### Breadth/Scope of Accountability

##### **People Accountability**

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

##### **Financial Accountability**

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

##### **Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

#### **Person Specification**

Knowledge / Education / Previous Experience Required

##### **Educational Background**

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

### **Job-Related 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. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

### **Other Job-Related Skills/Background**

Understanding of animal care and behaviour

Basic computer skills using basic word and outlook.

Skills and Competencies

#### **Essential**

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

#### **Desirable**

Demonstrate experience of ability to coach/train colleagues

### **Mobility Factors**

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

### **Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work.



Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision 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. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

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.

Guide Dogs will require proof of identity and the right to work in the UK.

#### Our Values

At Guide Dogs, we aspire to be: -

- **Open.** We listen to and work with others, and we are inclusive in everything we do. We share our expertise and experience with anyone who can benefit from it and always seek to learn from others.
- **Passionate.** We are positive and passionate about our life-changing work. We will challenge everything that prevents people with sight loss living full and rewarding lives.
- **Innovative.** We strive continuously to improve the services we provide. We will never stop innovating. The only way we can change the world for even more people with sight loss is by embracing new technologies and new ways of working.

## Job Description: Programme Funding Officer

**Vacancy** Programme Funding Officer  
**Salary** GBP £27,472 to £ 29,091 per annum  
**Job Type** Grade 4  
**Category** Permanent- Full Time  
**Closing Date** 04/11/2019  
**Date Posted** 28/10/2019  
**Reference** 0000034549  
**Location** Home Based (Nominated Office)  
**Region** National

Job Title:
Programme Funding Officer

Team:
Programme Funding Team

Department:
High Value Partnerships

Directorate:
Fundraising and Marketing

Job Location:
Various/ Linked to Mobility Team Regions

Reports To:
Programme Funding Manager

Number of Direct Reports:
None

Number of Volunteer Reports:
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None
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Budgetary Responsibility in Pounds:
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None
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Financial Targets:
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Annual Income Targets 2016 (targets will be revised annually): Guide Dogs £225,000 Blind Children UK £25,000
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Matrix Reporting Lines To:
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None
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Level of Disclosure Check Required and Related Workforce:
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None
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## Overall Purpose

To raise income from statutory funding streams and innovative partnerships to help deliver the Guide Dogs Group strategy and to support the growth of sustainable services. Work closely with other departments, in particular service delivery teams, to build an effective and innovative pipeline of commissioned services, funding collaborations and proposals for funding and to ensure successful funding streams are effectively managed in line with contractual requirements.

## Key Accountabilities of the Role

	Key Accountability
1	Develop and maintain a robust pipeline of relevant local/regional statutory/grant funding opportunities in order to secure sustainable funding from statutory bodies and strategic funding partnerships
2	Work in collaboration with service delivery teams to build effective funding relationships locally regionally
3	Work in collaboration with other departments (e.g. service delivery teams, data teams, finance, legal) to ensure rigorous account

	management processes are embedded and contractual requirements from secured funding are effectively met
4	Deliver against financial targets and KPI's, evidencing individual performance through tracking and reporting
5	Review and share feedback from funders and monitor funding application successes and failures to support future planning across the Guide Dogs Group
6	Research, scan and review the external funding environment for business critical information that may influence the Guide Dogs Group's service delivery priorities.
7	Keep up to date with relevant government policy and research that may influence the statutory funding landscape
8	Input into the Programme Funding Team's overall national strategy
9	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 independently and 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
Values and behaviours	See section C above	
Job specific skills	<p>Excellent oral and written skills</p> <p>Proven ability of writing successful funding applications</p> <p>Sound understanding of monitoring, evaluation and reporting requirements</p> <p>Sound administrative ability, including MS Office and database recording and manipulation</p> <p>Ability to self-motivate and prioritise demanding workloads and work under pressure to meet strict deadlines.</p>	

	<p>Excellent interpersonal, networking and relationship building skills</p> <p>Ability to demonstrate a collaborative approach and promote partnership working across different departments internally.</p> <p>Proactive approach and driven by results with the ability to identify and act on opportunities</p>	
Previous relevant experience	<p>Proven track record of securing funding from statutory funding sources and/or major grant making bodies</p> <p>Experienced in researching and horizon scanning for funding opportunities</p> <p>Proven track record of achieving income targets.</p> <p>Proven confident communicator with a diverse range of people, including those at a senior level within organisations.</p> <p>Experienced in delivering presentations to a wide variety of stakeholders</p>	<p>Experience of working within a children or vulnerable adults environment</p> <p>Experience of outcomes based commissioning</p> <p>Experience of securing funding from Local Authorities and/or CCG's</p> <p>Experience of partnership or consortia funding collaborations</p>
Knowledge	Excellent knowledge of statutory funders and/or grant-making bodies	

Qualifications / Training	<p>Educated to degree level or equivalent.</p> <p>Guide Dog's 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).</p>	PRINCE2 Foundation level
Special requirements (such as travel /overnight stays)	<p>Ability to work remotely.</p> <p>Some UK travel and overnight stays required</p> <p>Use of own car insured for business use.</p>	
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
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: 4**

**DATE OF EVALUATION: 28 September 2015**



## Job Description: Dog Care & Welfare Assistant

<b>Vacancy</b>	Dog Care & Welfare Assistant
<b>Salary</b>	GBP £17,879 to £18,931 per annum pro rata
<b>Job Type</b>	Grade 2
<b>Category</b>	Permanent -Part Time
<b>Closing Date</b>	07/11/2019
<b>Date Posted</b>	31/10/2019
<b>Reference</b>	0000032541
<b>Location</b>	Forfar
<b>Region</b>	Scotland

## 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
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Number of Volunteer Reports:
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None
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Budgetary Responsibility in Pounds:
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None
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Financial Targets:
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None
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Matrix Reporting Lines To:
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None
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Level of Disclosure Check Required and Related Workforce:
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None
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## 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	% of time
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.	50%

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.	20%
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.	20%
4	To support trainees and volunteers working within the kennel environment whilst carrying out daily husbandry of dogs to ensure consistency of standards.	10%
5	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs.	10%
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.	10%
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	10%
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).	5%

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
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate	N/A

	effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling	
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.	
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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: 20<sup>th</sup> June 2011**

**\*End of document**