



INTERNAL JOB VACANCIES

13th September 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

Role	Location	Closing date	
Operations Support Coordinator	Bristol	20/09/2019	External
Operations Support Coordinator	Exeter	20/09/2019	External
My Guide Manager	South East	17/09/2019	Internal
Volunteering Coordinator	Edinburgh	18/09/2019	External
Operations Support Supervisor	Bristol	20/09/2019	External
Operations Support Supervisor	Reading	20/09/2019	External
CYP Support Coordinator	Birmingham	22/09/2019	External
Operations Support Coordinator	Bristol	20/09/2019	External
Volunteer Coordinator	Glasgow	25/09/2019	External
Volunteer Coordinator	Shrewsbury	25/09/2019	External
Diversity & Inclusion Manager	Central Office	25/09/2019	External
Access Assistant	London	02/10/2019	External
Committed Giving Product Manager	Central Office	01/10/2019	External
Habilitation Specialist	London	20/10/2019	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: IS Service Delivery Technical Expert

Directorate: Finance & Business Services

Reports To: IS Service Delivery Manager

Matrix Reporting To: IS Operation Manager

Disclosure Check Level: None

Date created/last reviewed: Tap down arrow, or type in dd/mm/yyyy format.

Overall Role Purpose

The Service Delivery Technical Expert is responsible for working with IT services across the organisation, advising the IS Service Delivery Manager and Head of Operation with implementation of business plans, projects, technical implementation and improvements throughout IS.

This role is also responsible for identifying trends and potential risks with the technology and user IS capability, analyse and troubleshoot problem trends, identify and implementing technical solutions and improvements to user IS capability/self-sufficiency. This role is a key technical position within the IS Service Delivery and requires a high degree of problem solving and technical knowledge.

The role will be responsible for the continued assessment and implementation of our IT technology, solutions, devices, policies and processes. Ensuring knowledge transfer has been achieved to all teams and systems supporting IS and corporate strategy.

Key Responsibilities

- IS Service Delivery Technical Expert – advises and works in collaboration with IS management and other department on the implementation of solutions for continuous improvement of our existing environment. Testing, design and implementing of technical changes for IS Service Delivery and where ever possible implementing automated solutions.

- Leads on behalf of IS Management, projects and strategic direction, manages workstream assigned to IS Service Delivery. Ensuring documentation, process and policies along with knowledge transfer are completed through to BAU sign off.
- Contribute to IT department policies, standards and strategic direction. Coach and train staff to provide IT support staff, with documentation and knowledge transfer.
- Leads/contributes to the procurement of I.T. user equipment organisation wide; identifying problems, analysing requirements, evaluating options.
- Identify and implements IS process and procedure improvements that improve IS services.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports: reports	Specify number of matrix staff
Number of Volunteers Supervised:	As Required

Financial Accountability

Annual Income Accountability:	None
Assets Managed: and assets managed by this role	Notes on any other resources
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: Degree in Computer Science or equivalent relevant experience (5 Years)

Required Level of Education: Degree level

Why is this required? Specify why this area of specialisation is required at this educational level.

Job-Related Experience

Significant experience of working within an IT support and delivery environment. A minimum of 5 year's experience gained in technical service environment.

Experience of implementing industry best practice methodologies / frameworks e.g. ITIL certification.

Other Job-Related Skills/Background

Good working knowledge of ITIL and ISO standards relevant to IT service delivery

Skills and Competencies

Essential

Skilled in producing technical documentation. Ability to explain complex technical subjects to non-technical people. Required to maintain own knowledge of relevant Microsoft technological advances

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

Desirable

Active Directory, Office 365, EMS (Intune), Skype for Business, Bring Your Own Device, Service Management Tool (SCCM) Software Builds

Mobility Factors

Please specify the geographic reach of the role, and any requirements to travel/stay away from home including typical distances and durations.

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: Operations Support Supervisor

Directorate:	Operations
Reports To:	Operations Support Manager
Matrix Reporting To:	None
Disclosure Check Level:	Basic
Date created/last reviewed:	30/05/2019

Overall Role Purpose

Responsible for creating and maintaining a pleasant work environment, ensuring that anyone engaging with the local office, whether in person or through virtual means, will experience high standards of customer service and efficient professional support.

Responsible as the point person on site with a hands-on approach for all office operations and procedures including:

- Customer experience
- Office administrative procedures and systems including business continuity planning
- Operations Support staff performance
- Compliance across aspects including GDPR, and HR procedures
- Supporting the Operations Support manager with monitoring of KPIs for the team and with projects as requested
- Good housekeeping on general office conditions.

Key Responsibilities

- Working closely with Operations Support Manager to update and maintain office policies and procedures as necessary

- Ensuring all incoming customer queries are proficiently handled and associated procedures are followed in line with quality standards and customer expectations
- Providing line management, coaching and training of onsite Operations Support Coordinators and volunteers. This may include remote line management support to staff at other locations as directed by the Operations Support Manager

Key Accountabilities of the Operations Support Coordinator role:

- Deals with routine correspondence and calls ensuring customer requirements are proficiently handled and appropriately referred to the relevant internal specialists in line with quality standards and using a person centered approach
- Supports and coordinates planning and provisions in relation to any service related activity undertaken by team staff (e.g. customer visits / dog movements / training / documentation and equipment)
- Provides office reception services as required, greeting and assisting visitors and setting up facilities for meetings on site
- Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management
- Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations
- Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to):
 - Incoming and out-going post
 - Site & staff Health and Safety
 - Raising purchase orders & expense requisitions
 - General communications, Newsletters and mail shots.
 - Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.)
 - Stock maintenance for office materials / site provisions / dog health provisions (as requested)

- Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
- Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences
- Liaises with volunteers as required to support volunteer managers
- Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports
- 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.
- 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: Up to 8 (including where necessary Access Assistants, who support visually impaired colleagues)

Number of Indirect Reports: None

Number of Volunteers Supervised: As required to support the administration function

Financial Accountability

Annual Income Accountability: None

Assets Managed: Local pool car fleet; local procurement card

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:

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:
qualification desirable

Project management

Required Level of Education:
level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent) essential.

Educated to post-secondary

Why is this required?
reading skills required for communications. Good level of mathematics required for financial data processing.

Excellent verbal, written, and

Job-Related Experience

Experience in a customer service role, and/or office/administration role.
Involvement in leading or supporting projects to successful conclusion.
Experience in a supervisory role.
Completing basic H&S risk assessments.

Other Job-Related Skills/Background

Experienced in the use of CRM systems.
Proficient in the Microsoft Office suite.
A comprehensive knowledge of GDPR regulations.
Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

Supervision of others – in either a coaching or developing capacity. Highly motivated towards delivering a person-centred service. Evidence of dealing with confidential issues sensitively and with total integrity. Positive, team player, who is a self-starter and uses initiative to complete tasks. Able to work effectively and flexibly under pressure. Good interpersonal skills. Self-motivated. Attention to detail and problem-solving skills. Excellent written and verbal communication skills. Strong organizational and planning skills in a fast-paced environment.

People Manager

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. Makes a contribution outside of their immediate team
6. Understands and applies policies and procedures appropriately

Desirable

Line management skills

Project management skills

Mobility Factors

Occasional travel to other guide dog locations within region. Many of our offices will open at 7.30 and close at 6pm – this role may need to accommodate working hours on a shift basis to facilitate opening and closing times.

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