



# 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

<b>Role</b>	<b>Location</b>	<b>Closing date</b>	
Access Assistant	Nottingham	15/01/2020	External
IGDF Office Manager	Central Office	26/01/2020	External
Communications Officer	Central Office	13/01/2020	External
Head of Skills, Information and Support Services	Leeds	19/01/2020	External
Marketing Executive	Central Office	15/01/2020	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
Supporter Care Advisor	Central Office	19-Jan-2020	Internal

Dog Care & Welfare Advisor	Liverpool	20-Jan-2020	Internal
Access Assistant	Home Start (Nominated Office)	26-Jan-2020	External
Marketing & Communications Manager	London	26-Jan-2020	External
Marketing & Communications Manager	Leeds	26-Jan-2020	External
Administration Assistant - Name a Puppy	Central Office	02-Feb-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
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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
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
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	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.

	but will require all staff to play a supporting role.	
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: 20<sup>th</sup> 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
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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

	<b>Key Accountability</b>
1	<p><b>Service Delivery –</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Ensures feedback and the voice of our customers is utilised to achieve continuous improvement.</li> <li>• Support the Regional Leadership Team to identify, and implement funding opportunities or joint collaborative working in the sector for our services.</li> <li>• 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.</li> </ul>
2	<p><b>Managing Staff and lead volunteers –</b></p> <ul style="list-style-type: none"> <li>• Provide first-line leadership to staff teams, managing and developing a high performing operations team.</li> <li>• Develop team working, knowledge-sharing and promote professional best working practice.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensure that strong volunteer and employee engagement is achieved through active listening and effective leadership.</li> <li>• Responsible for performance management of operational staff members in accordance with Guide Dogs policies and processes.</li> <li>• 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.</li> </ul>
3	<b>Planning and strategy –</b> <ul style="list-style-type: none"> <li>• 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</li> <li>• Supports planning of long-term (e.g. 5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders.</li> <li>• Monitor and evaluate against key performance indicators, ensuring targets are met and variances are understood and managed.</li> <li>• Ensures appropriate resources are available to deliver the plan, meeting the needs of people with sight loss and their families.</li> <li>• Work collaboratively with other internal and external professionals to plan delivery of services as necessary.</li> <li>• Support the Regional Leadership Team in developing and implementing change management concepts to enable strategic objectives to be operationalised.</li> </ul>
4	<b>Quality Assurance –</b> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor and respond to feedback to ensure needs are met and continued improvement achieved.</li> <li>• Problem solve and initiate any service improvements needs for the team, sharing best practice with the Region/Country and nationally as appropriate.</li> <li>• Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards.</li> </ul>
5	<b>Financial Focus –</b> <ul style="list-style-type: none"> <li>• Ensures that operations staff and volunteers support fundraising where appropriate.</li> <li>• 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.</li> </ul>
6	<b>Personal Development -</b> 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
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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</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>strong ability to liaise effectively with 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"> <li>- education</li> <li>- health and social care</li> <li>- police/probation</li> </ul>
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 professional supervision of staff working with children with complex needs.</p> <p>Experience of handling safeguarding concerns</p>

	<p>Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers)</p> <p>Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved</p>	<p>within a service delivery setting</p>
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	<p>Management qualification or equivalent relevant experience</p>	<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> <p>Ability to work occasional evenings and weekends to meet the service need.</p>	
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	<p>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.</p>	<p>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.</p>

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: 30<sup>th</sup> April 2019 (updated)**

## Job Description: Supporter Care Advisor

**Vacancy** Supporter Care Advisor  
**Salary** GBP £21,568 to £22,838 per annum  
**Job Type** Grade 2  
**Category** Permanent- Full Time  
**Closing Date** 19/01/2020  
**Date Posted** 10/01/2020  
**Reference** 0000036125  
**Location** Central Office  
**Region** South East

### General Information

Job Title:	Supporter Care Advisor
Team:	Supporter Care Team
Department:	Supporter Care
Directorate:	Fundraising and Marketing
Job Location:	Central Office (Reading)
Reports To:	Supporter Care Supervisor
Number of Direct Reports:	None
Number of Volunteer Reports:	None

Budgetary Responsibility in Pounds <i>(if applicable)</i> :
n/a
Financial Targets <i>(if applicable)</i> :
n/a
Matrix Reporting Lines To <i>(if applicable)</i> :
n/a
Level of Disclosure Check Required and Related Workforce <i>(if applicable)</i> :
n/a

## Overall Purpose

As part of the fundraising directorate, the supporter care team is the first point of contact for new and existing supporters, as well as members of the public. We deal with a wide range of enquiries, from general information about our services or ways in which members of the public can support us, to dealing with more complex financial queries.

Our supporter care representatives have an essential role to ensure that a first class customer focused service is delivered using a range of communication methods to ensure that where possible enquiries, donations and complaints are resolved at the first point of contact. The team interact with new and existing supporters, as well as members of the public mainly by phone and email but also by post. They also maintain and update our supporter database to ensure that supporter records are kept up to date after each interaction.

This is an extremely busy, fast paced environment and success is based on the ability to work independently, but also as a cohesive team to effectively solve problems in a timely, efficient way putting the customer at the heart of everything we do.

## Key Accountabilities of the Role

	Key Accountability
1	<p><b>Customer Service</b></p> <p>To answer all supporter and potential supporter queries by telephone, email or letter. To ensure that the information given is accurate, up to date and reflects guide dogs' values. Each supporter is responded to in a professional, non-judgemental manner and their contribution thanked as appropriate.</p> <p>Using own initiative, training and knowledge to answer queries. Researching and investigating possible solutions where the answer is not immediately known.</p> <p>Recording feedback and handling complaints in a supportive, non-confrontational manner in order to achieve high levels of supporter satisfaction. To work together as a team and proactively share knowledge and information to ensure a positive, customer focused working environment.</p>
2	<p><b>Maintaining accurate records (CRM)</b></p> <p>To set up and maintain supporter information on the fundraising database. Ensure all information is accurate and promptly updated. To update the supporters record after each interaction in a clear and concise way.</p> <p>To accurately record supporter donations and sponsor a puppy payment details.</p>
3	<p><b>Understanding policy and procedures</b></p> <p>To take responsibility for ensuring knowledge of current processes and procedures are up to date and well understood. To advise the supervisor immediately of any issues that affect the ability to follow a process or procedure including constructive feedback which may lead to improvements.</p>
4	<p><b>Personal and Professional development</b></p> <p>To attend and actively participate in team meetings.</p> <p>To continually self-reflect and maintain and develop own performance, identifying areas for improvement and/or setting challenging objectives for self-improvement.</p> <p>Making full use of the range of training modules available to staff</p> <p>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</p>



	commitment and actively participate in continuous professional development (CPD).
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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

- 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	<p>Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.</p> <p>Strong communication and interpersonal skills (written and oral).</p> <p>A willingness to go over and above to ensure the very best service at all times.</p> <p>Confident telephone manner showing patience, empathy and listening skills.</p> <p>The ability to deal with more difficult conversations in a calm and non-judgemental way.</p> <p>Able to multi-task, and prioritise own workload.</p> <p>A willingness to work as part of a team to get the job done.</p> <p>Excellent standard of grammar and spelling and clarity of letter writing is essential.</p> <p>High degree of numeracy.</p>	
Previous relevant experience	<p>Experience in administration within a Customer Service environment.</p> <p>Working to SLAs.</p> <p>Using a CRM system to record customer activity.</p> <p>Experience of taking payments/donations</p> <p>Accurate data entry skills.</p>	Experience of charity sector
Knowledge	<p>Microsoft software including Outlook, Word and Excel.</p> <p>Knowledge of Gift Aid and data protection.</p>	
Qualifications/ Training	English and Maths qualification to GCSE at grade C or equivalent.	
Special requirements (such as travel /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 of our employees and volunteers to demonstrate this commitment.	

The post holder is required to carry out other such duties as may reasonably be 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**

Last updated 15<sup>th</sup> November 2016

## Job Description: Dog Care and Welfare Advisor

<b>Vacancy</b>	Dog Care and Welfare Advisor
<b>Salary</b>	GBP £27,472 to £29,091 per annum
<b>Job Type</b>	Grade 4
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	20/01/2020
<b>Date Posted</b>	13/01/2020
<b>Reference</b>	0000036186
<b>Location</b>	Central Office
<b>Region</b>	South East

**Job Title:** **Dog Care and Welfare Advisor**

Directorate: Operations  
Reports To: Dog Care and Welfare Manager  
Matrix Reporting To: None  
Disclosure Check Level: Enhanced  
Date created/last reviewed: 10/10/2019

### Overall Role Purpose

Responsible for the overall monitoring, support and advice on the health of all dogs within their allocated geographical area. Manage an individual/team carrying out daily husbandry for dogs housed at the Community Team site. Monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost effective service is provided.

### Key Responsibilities

- Interprets health information and veterinary reports, escalating relevant health information to the Canine Services Team where there is an impact on the national breeding programme or health of the guide dog population.

- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's welfare.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers. May be required to interpret or clarify technical information to aid understanding for non technical customers.
- Develop professional working relationships with veterinary practices within the area to guarantee a high quality service which is cost effective and meets the needs of the organisation.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Ensure puppies, potential breeding stock, dogs in training and breeding stock receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Care & Welfare Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Provide technical advice for export/inport of stock, co-ordinating pet passports with recipient countries in accordance with current DEFRA guidelines.
- To carry out veterinary nursing procedures at the National Breeding Centre as required (NBC only).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports:	Up to 3 – depending on location
Number of Indirect Reports:	None
Number of Volunteers Supervised:	Up to 20 – depending on location

### **Financial Accountability**

Annual Income Accountability:	None
Assets Managed:	None

Budget Accountability:  
£1000 spend

Authorise any expenditure up to

## **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:	Dog Care and Welfare
Required Level of Education:	Candidates need to demonstrate one of the following: - 2 'A' levels (one of which must be a biological or social science subject), equivalent qualifications or experience. Desirable - RCVS Veterinary nurse qualification
Why is this required?	To have technical understanding to work with professional veterinary staff, and translate information for non-technical audience.

#### **Job-Related Experience**

Experience of work within the veterinary care profession. Proven experience working with dogs within a professional environment. Previous experience of supervision, teaching or mentoring of others.

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

Demonstrated application of the core principles of animal care and behaviour. Computer literate to provide insight data regarding our dog population.

## **Skills and Competencies**

### **Essential**

Proven effective communication skills to be able to influence audience. Able to practically apply theoretical knowledge, and translate it for audience as appropriate. Able to plan and prioritise own workload. Independent and able to make decisions/direct others based on own knowledge and experience. Ability to problem solve and be resourceful in non-routine situations.

### **Desirable**

Experience of working with volunteers. Experience working with people with a visual impairment or other disabilities.

### **Mobility Factors**

Current driving license, ability to work unsocial hours including early mornings, weekends, Bank Holidays, evenings.

## **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.

**\*\*End of document**