



INTERNAL JOB VACANCIES

17th 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
Operations Support Supervisor	Leamington	22/09/2019	Internal
Operations Support Coordinator	Leamington	06/10/2019	External
Operations Support Coordinator	Birmingham	06/10/2019	External
Orientation and Mobility Specialist	Liverpool	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: My Guide Manager

Vacancy	My Guide Manager
Salary	GBP £27,472 to £29,091 per annum
Job Type	Grade 4
Category	Permanent- Full Time
Closing Date	17/09/2019
Date Posted	03/09/2019
Reference	0000033357
Location	South East
Region	South East

Job Title: **My Guide Manager**

Directorate:	Operations
Reports To:	Head of Mobility Services
Matrix Reporting To:	None
Disclosure Check Level:	Enhanced
Date created/last reviewed:	01/11/2015

Overall Role Purpose

Acts as the champion and technical expert for My Guide services within the mobility team, ensuring that My Guide sighted guiding services are available where appropriate to service users at all stages of their mobility journey.

Accountable for the delivery of all elements of the My Guide service working in partnership with internal volunteering staff, external partner organisations and other members of Guide Dogs mobility team to ensure appropriate service provision to meet local requirements.

Key Responsibilities

- **Service Delivery and Development**

Act as the champion and technical expert for My Guide within the mobility team, working closely with volunteering, engagement, and mobility colleagues to deliver all aspects of the My Guide service. This could include identifying service users, recruiting and training volunteers, and setting up and managing My Guide partnerships,

Includes completion and evaluation of service user and volunteer quality questionnaires.

Accountable for delivery of and reporting against service targets agreed with Head of Mobility Services.

Ensure that all relevant databases are kept up to date

Observe delivery of training programmes by practitioners, and provide feedback to ensure provision of high quality training.

- **Working with external organisations**

Work with referral agencies (ECLOs, social services, charities and other organisations as appropriate) to promote the My Guide service to potential service users.

Work with engagement colleagues to identify potential external partner organisations (both for programme delivery and for service user referral)

Work in partnership with external partner organisations by putting processes into place for them to set up and deliver My Guide services.

Develop, implement and review action plans for My Guide services with mobility team and external partner organisations.

Support local delivery of national My Guide Commercial Services opportunities where resources allow

- **Continuous Improvement**

Identify areas for improvement in the service, and action local changes where possible.

Respond to data to improve service locally and deliver to the required standards

- **Communication, Marketing and Publicity**

Work with engagement colleagues to publicise My Guide services locally

Work with volunteering colleagues to publicise volunteering opportunities where they are needed

Promote My Guide internally within mobility team, ensuring that colleagues consider My Guide as part of our core range of mobility services

Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.

Actively support and promote Guide Dogs' Vision, Mission and Values.

- 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:	None
Number of Volunteers Supervised:	Up to 20 including lead volunteers. Overall responsibility for up to 200 volunteers via lead volunteer network.

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:	GCSE or equivalent standard of education, to include literacy and numeracy skills
Required Level of Education:	GCSE or equivalent standard of education, to include literacy and numeracy skills
Why is this required?	?

Job-Related Experience

Ability to manage and motivate staff and volunteers

Presentation skills – Desirable - Commercial awareness

Account management

Knowledge of Microsoft Office

Desirable - Commercial awareness

Account management

Other Job-Related Skills/Background

Proven experience of designing and delivering training to an accreditation level

Recent and relevant experience of working within the children /vulnerable adults sector.

Proven experience of volunteer management and development

Desirable - Proven experience of designing and delivery training to an accreditation level.

Proven experience of working in a programme/project /change management environment.

Demonstrates an understanding of the voluntary sector.

Demonstrates an understanding of visual impairment issues and service requirements

Demonstrates a knowledge of other disabilities

Proven experience of direct marketing or Public Relations

Skills and Competencies

Essential

Proven ability to influence and persuade at all levels. Proven ability to build and maintain effective relationships. Demonstrates effective planning and organisational skills. Proven experience of effective problem solving. Proven experience of effective decision making. Strong written and verbal communication skills. Good analytical skills.

Demonstrates ability to manage change successfully. Demonstrates ability to achieve results. Strong training and presentation skills.

Demonstrates understanding and ability to manage self in relation to others. Demonstrates empathy and the ability to manage emotive information. Demonstrates ability to appropriately challenge inappropriate behaviours

Desirable

None

Mobility Factors

Frequent travel required to external partner organisations and other organisations to deliver training and provide account management. Travel will also be required to other Guide Dogs locations, Occasional overnight stays will be necessary. Flexible approach to working hours
Frequent travel to meet service users and to deliver training.

Job Description: Operations Support Supervisor

Vacancy Operations Support Supervisor
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 22/09/2019
Date Posted 13/09/2019
Reference 0000033580
Location Leamington
Region West Midlands

Job Title: 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:

- Comply with all organisational policies
- Promote the vision and values of the organisation.

- Engage in continuous personal development

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:

Project management

qualification desirable

Required Level of Education:

Educated to post-secondary

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

Why is this required?

Excellent verbal, written, and

reading skills required for communications. Good level of mathematics required for financial data processing.

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.

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.

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