



INTERNAL JOB VACANCIES

20th December 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 | |
|---|--------------------------------|---------------------|----------|
| Recruitment Manager for Volunteers | London | 05/01/2019 | External |
| Financial Reporting Accountant | Central Office | 05/01/2020 | External |
| Orientation & Mobility Specialist | Home Based (Geographical Area) | 22/12/2019 | External |
| Genomics Research Associate | National Breeding Centre | 27/12/2019 | External |
| Senior Puppy Training Supervisor | Leamington | 22/12/2019 | External |
| Trainee Puppy Training Supervisor | Leamington | 22/12/2019 | External |
| Habilitation Specialist | Shrewsbury | 05/01/2020 | External |
| Training & Behaviour Advisor | Exeter | 05/01/2020 | External |
| Training & Behaviour Advisor | Bristol | 05/01/2020 | External |
| Trainee Orientation & Mobility Specialist | Hull | 07/01/2020 | External |
| Trainee Orientation & Mobility Specialist | Coventry | 07/01/2020 | External |
| Trainee Orientation & Mobility Specialist | Reading | 07/01/2020 | External |
| Trainee Orientation & Mobility Specialist | Southampton | 07/01/2020 | External |
| Trainee Orientation & Mobility Specialist | Maidstone | 07/01/2020 | External |
| Access Assistant | Nottingham | 15/01/2020 | External |
| Digital Delivery Manager | Central Office | 29/12/2019 | External |
| IGDF Office Manager | Central Office | 29/12/2019 | External |
| Communications Officer | Central Office | 13/01/2020 | External |
| Marketing Executive | Central Office | 22/12/2019 | External |

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| Procurement Assistant / Junior Buyer | Central Office | 05/01/2020 | External |
| Dog Care & Welfare Supervisor | Redbridge | 05/01/2020 | External |
| Head of Learning and Skills | Forfar | 05/01/2020 | External |

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Guide Dog Mobility Instructor

Vacancy Guide Dog Mobility Instructor
Salary GBP Starting at £34,105 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date
Date Posted 05/11/2019
Reference 0000034742
Location London
Region South East

General Information

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| Job Title: |
| Rehoming Officer |
| Team: |
| Mobility Team |
| Department: |
| Mobility Services |
| Directorate: |
| Mobility Services |
| Job Location: |
| Mobility Team area/ Guide Dog Training School |
| Reports To: |
| Dog Care & Welfare Manager |
| Number of Direct Reports: |
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| None |
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| Number of Volunteer Reports: |
| Up to 10 |

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| Budgetary Responsibility in Pounds: |
| None |

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| Financial Targets: |
| None |

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| Matrix Reporting Lines To: |
| None |

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| Level of Disclosure Check Required and Related Workforce: |
| Enhanced – Children and Adult Workforce |

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| Atlantic Data Job Title: |
| Support Officer for Blind Pple |

Overall Purpose

To place dogs that are withdrawn from the programme or retired into suitable homes by ensuring a constant supply of appropriate homes and assessing and identifying suitable dogs to be placed in alternative career homes both within Guide Dogs and externally.

Key Accountabilities of the Role

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| | Key Accountability |
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| 1 | Recruit and select appropriate homes to meet individual dogs' requirements by accurate assessment of dogs and matching into appropriate homes, includes assessment of potential Buddy Dog recipients and placement of a dog with suitable applicants. |
| 2 | To identify and assess dogs withdrawn from the guide dog programme for the Buddy Dog programme and other external alternative careers, developing good working relationships with other professional working dog organisations by offering appropriate dogs to their programmes. |
| 3 | Safeguard the reputation of the Association by ensuring appropriate assessment of dogs prior to rehoming, providing rehoming families with accurate information regarding a dog's temperament and drawing up a clear rehoming legal agreement in consultation with internal legal advisors when appropriate. |
| 4 | To negotiate rehoming fees and handle sales and donations from rehoming families and other professional working dog organisations. To negotiate the appropriate level of financial support offered to new homes and nominated homes in conjunction with the Dog Care & Welfare Advisor. |
| 5 | Communicate with Guide Dog Owners with regard to the rehoming of their retired dog and provide appropriate feedback to the Guide Dog Owner following the rehoming of their dog through recognised procedures. |
| 6 | Provide support and advice/coaching to Rehoming families in appropriate dog handling techniques specific to an individual dog's needs. |
| 7 | Investigate complaints relating to Rehoming families/Rehomed dogs within a reasonable timeframe and take appropriate action under the direction of the line manager. |

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| 8 | To recruit and provide appropriate training and support for volunteers and manage a small boarding scheme for the housing of dogs whilst awaiting rehoming. |
| 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 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/training. | Ability to train others. |
| Previous relevant experience | Practical experience working with dogs within either dog care or training environment. | Experience in working with the blind and partially sighted. Work experience within the animal rehoming sector. Previous experience in the areas of animal welfare or behaviour. Previous experience in a teaching or mentoring role. |
| Knowledge | Understanding of dog psychology and behaviour modification. | N/A |
| Qualifications / Training | Candidates need to demonstrate one of the following: 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking | Accredited learning in the areas of animal welfare or behaviour. |

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| | Supervisor or DipHE in Rehabilitation Studies, Appr | |
| Special requirements (such as travel /overnight stays) | Extensive travel throughout area. | N/A |
| Dog friendly | Comfortable with dogs in the workplace/ office. | |
| Eligibility to work in UK | Proof of identity and eligibility to work in the UK | |
| Volunteering | Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role. | From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. |
| Safeguarding | Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment. | |

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

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

GRADE OF POST: 3

Job Description: Guide Dog Mobility Instructor

Vacancy Guide Dog Mobility Instructor
Salary GBP Starting at £30,000 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date
Date Posted 05/11/2019
Reference 0000031325
Location Redbridge
Region East of England

General Information

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| Job Title: |
| Guide Dog Mobility Instructor |

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| Team: |
| Mobility Team |

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| Department: |
| Service Delivery |

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| Directorate: |
| Mobility Services |

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| Job Location: |
| Mobility Team area |

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| Reports To: |
| Service Delivery Manager |

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| Number of Direct Reports: |
| None |

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| Number of Volunteer Reports: |
| May be responsible for managing, maintaining daily communication and regular training inputs for groups of volunteer boarders - between 4 and 15 |

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| Budgetary Responsibility in Pounds: |
| None |

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| Financial Targets: |
| None |

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| Matrix Reporting Lines To: |
| None |

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| Level of Disclosure Check Required and Related Workforce: |
| Enhanced – Vulnerable Adults and Young Children workforce |

Overall Purpose

Deliver a specialist mobility service that enables people with sight loss to get out and about through their partnership with a guide dog. Supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner. Where guide dog partnership is not the appropriate solution, to sign post to other services. Support both dog and client in existing and new partnerships by development to and through the matching process. Give provision of appropriate training through a staged mobility plan tailored to meet personal needs and aspirations in relation to guide dog mobility. Deliver and maintain an aftercare service for the duration of the working life of the partnership. Have a technical understanding of the needs of service users in relation to services available from Guide Dogs. The Guide Dog Mobility Instructors role is

central to the delivery of the core Guide Dog service and represents the key professional on whom customers of the guide dog service depend.

Key Accountabilities of the Role

| | Key Accountability |
|---|---|
| 1 | Dog training - Train dogs according to national and international standards as well as according to specific individual service user requirements. Apply knowledge of the functional impact of sight loss and any other disabilities or health conditions in order to ensure dogs are able to perform their guiding role within the required variety of circumstances. Assess and review the dogs temperament and behaviour to ensure dogs are able to perform their guiding role. Develop detailed knowledge of each dogs capabilities in order to allow accurate matching to potential service users. Produce comprehensive reports to enable quality control and use professional judgement to make recommendations on each dog's progression. |
| 2 | Matching of guide dog and owner partnerships - Ensure that dogs are suitably matched to service users. Use detailed knowledge of each dog's qualities and recognise how these are likely to compliment the needs and lifestyle of service users. Analyse and assess any risks attached to the guide dog and whether these risks can be safely and appropriately balanced by the skills or capability of the intended service user. Ensure service users are provided with all necessary information to make informed decision regarding a future partnership. |

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| 3 | <p>Creating and Supporting Partnerships – Plan, supervise or directly deliver training courses for service users and other key individuals which contribute to the success of the partnerships. Apply theoretical and practical knowledge of teaching and learning of adults and at times people with additional needs, including the instruction of children and young people. Use skills and experience to develop both service user and the matched dog to jointly create and maintain effective partnership and a good quality of life for the guide dog. Provide aftercare services to guide dog and owner partnerships that supports efficient mobility, dog welfare and maximises the effective working life of the partnership and its end.</p> |
| 4 | <p>Service User Assessment - Assess the orientation, mobility and any functional vision of service users. Determine the mobility potential of service users and decide upon the appropriate service offer through a thorough assessment process. Produce professional specialist reports to indicate decision as to the most appropriate mobility outcome or matching need. Ensure reports accurately describe the needs and capabilities of service users so that the most appropriate dog can be selected and prepared to meet the assessed needs.</p> |
| 5 | <p>Mentoring and Supervision - Provide supervision, coaching or mentoring of other staff involved in the creation of guide dog and owner partnerships. Maintain supervision of created partnerships to ensure ongoing success. Train and support volunteers involved with supporting the guide dog service on an ongoing basis. Support and advise other key individuals who have influence in the ongoing freedom and independence of our service users.</p> |
| 6 | <p>Collaborative working Support the wider mobility team and organisation by acting as a positive ambassador</p> |

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| 7 | Data Capture - Maintains accurate and timely client and dog records on the appropriate IS system, in line with national standards ensuring Data Protection and GDPR compliance. |
| 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 section Values & Behaviours section above | |
| Job specific skills | Strong interpersonal skills and excellent communications abilities that inspire, motivate and deliver excellent support to a diverse range of people. | <i>The minimum period required to attain proficiency is 37 months</i> |
| Previous relevant experience | Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people. Experience of working for a recognised organisation under the International Guide Dogs Federation | Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions). Experience of working with people with disabilities. |
| Knowledge | A sound knowledge of all aspects of the GDMI role is required in order to perform effectively and this includes understanding of: the structure and activities of the Association, dog training theory basic and advanced, Dog law, relevant medical conditions. | |
| Qualifications / Training | Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the | Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent. |

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| | International Guide Dogs Federation | |
| Special requirements (such as travel /overnight stays) | Must be prepared and able to undertake some overnight stays away from home where required for customer training or support. Able to demonstrate ability to meet the physical demands of the role. | |
| 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

Job Description: Guide Dog Mobility Instructor

Vacancy Guide Dog Mobility Instructor
Salary GBP Starting at £30,000 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date
Date Posted 05/11/2019
Reference 0000031326
Location Maidstone
Region South East

General Information

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| Job Title: |
| Guide Dog Mobility Instructor |

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| Team: |
| Mobility Team |

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| Department: |
| Service Delivery |

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| Directorate: |
| Mobility Services |

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| Job Location: |
| Mobility Team area |

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| Reports To: |
| Service Delivery Manager |

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| Number of Direct Reports: |
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| None |
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| Number of Volunteer Reports: |
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| May be responsible for managing, maintaining daily communication and regular training inputs for groups of volunteer boarders - between 4 and 15 |
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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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| Enhanced – Vulnerable Adults and Young Children workforce |
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Overall Purpose

Deliver a specialist mobility service that enables people with sight loss to get out and about through their partnership with a guide dog. Supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner. Where guide dog partnership is not the appropriate solution, to sign post to other services. Support both dog and client in existing and new partnerships by development to and through the matching process. Give provision of appropriate training through a staged mobility plan tailored to meet personal needs and aspirations in relation to guide dog mobility. Deliver and maintain an aftercare service for the duration of the working life of the partnership. Have a technical understanding of the needs of service users in relation to services available from Guide Dogs. The Guide Dog Mobility Instructors role is central to the delivery of the core Guide Dog service and represents the key professional on whom customers of the guide dog service depend.

Key Accountabilities of the Role

| | Key Accountability |
|---|---|
| 1 | Dog training - Train dogs according to national and international standards as well as according to specific individual service user requirements. Apply knowledge of the functional impact of sight loss and any other disabilities or health conditions in order to ensure dogs are able to perform their guiding role within the required variety of circumstances. Assess and review the dogs temperament and behaviour to ensure dogs are able to perform their guiding role. Develop detailed knowledge of each dogs capabilities in order to allow accurate matching to potential service users. Produce comprehensive reports to enable quality control and use professional judgement to make recommendations on each dog's progression. |
| 2 | Matching of guide dog and owner partnerships - Ensure that dogs are suitably matched to service users. Use detailed knowledge of each dog's qualities and recognise how these are likely to compliment the needs and lifestyle of service users. Analyse and assess any risks attached to the guide dog and whether these risks can be safely and appropriately balanced by the skills or capability of the intended service user. Ensure service users are provided with all necessary information to make informed decision regarding a future partnership. |

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| 3 | <p>Creating and Supporting Partnerships – Plan, supervise or directly deliver training courses for service users and other key individuals which contribute to the success of the partnerships. Apply theoretical and practical knowledge of teaching and learning of adults and at times people with additional needs, including the instruction of children and young people. Use skills and experience to develop both service user and the matched dog to jointly create and maintain effective partnership and a good quality of life for the guide dog. Provide aftercare services to guide dog and owner partnerships that supports efficient mobility, dog welfare and maximises the effective working life of the partnership and its end.</p> |
| 4 | <p>Service User Assessment - Assess the orientation, mobility and any functional vision of service users. Determine the mobility potential of service users and decide upon the appropriate service offer through a thorough assessment process. Produce professional specialist reports to indicate decision as to the most appropriate mobility outcome or matching need. Ensure reports accurately describe the needs and capabilities of service users so that the most appropriate dog can be selected and prepared to meet the assessed needs.</p> |
| 5 | <p>Mentoring and Supervision - Provide supervision, coaching or mentoring of other staff involved in the creation of guide dog and owner partnerships. Maintain supervision of created partnerships to ensure ongoing success. Train and support volunteers involved with supporting the guide dog service on an ongoing basis. Support and advise other key individuals who have influence in the ongoing freedom and independence of our service users.</p> |
| 6 | <p>Collaborative working Support the wider mobility team and organisation by acting as a positive ambassador</p> |

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|---|---|
| 7 | Data Capture - Maintains accurate and timely client and dog records on the appropriate IS system, in line with national standards ensuring Data Protection and GDPR compliance. |
| 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

7. Supports their team and colleagues
8. Works well with others across Guide Dogs
9. Is committed to quality and service
10. Understands how Guide Dogs operates and follows agreed procedures
11. Delivers their objectives and core activities as required

12. Takes responsibility for their own performance and development

Person Specification

| Factor | Essential | Desirable |
|------------------------------|--|--|
| Values and behaviours | See section Values & Behaviours section above | |
| Job specific skills | Strong interpersonal skills and excellent communications abilities that inspire, motivate and deliver excellent support to a diverse range of people. | <i>The minimum period required to attain proficiency is 37 months</i> |
| Previous relevant experience | Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people. Experience of working for a recognised organisation under the International Guide Dogs Federation | Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions). Experience of working with people with disabilities. |
| Knowledge | A sound knowledge of all aspects of the GDMI role is required in order to perform effectively and this includes understanding of: the structure and activities of the Association, dog training theory basic and advanced, Dog law, relevant medical conditions. | |
| Qualifications / Training | Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the | Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent. |

| | | |
|--|--|--|
| | International Guide Dogs Federation | |
| Special requirements (such as travel /overnight stays) | Must be prepared and able to undertake some overnight stays away from home where required for customer training or support. Able to demonstrate ability to meet the physical demands of the role. | |
| 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

Job Description: Guide Dog Mobility Instructor

| | |
|---------------------|-----------------------------------|
| Vacancy | Guide Dog Mobility Instructor |
| Salary | GBP Starting at £30,000 per annum |
| Job Type | Grade 4 |
| Category | Permanent- Full Time |
| Closing Date | |
| Date Posted | 01/11/2019 |
| Reference | 0000031324 |
| Location | Welwyn Garden City |
| Region | East of England |

Overall Role Purpose

Deliver a specialist mobility service that enables people with sight loss to get out and about through their partnership with a guide dog. Supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner. Where guide dog partnership is not the appropriate solution, to sign post to other services. Support both dog and client in existing and new partnerships by development to and through the matching process. Give provision of appropriate training through a staged mobility plan tailored to meet personal needs and aspirations in relation to guide dog mobility. Deliver and maintain an aftercare service for the duration of the working life of the partnership. Have a technical understanding of the needs of service users in relation to services available from Guide Dogs. The Guide Dog Mobility Instructors role is central to the delivery of the core Guide Dog service and represents the key professional on whom customers of the guide dog service depend.

Key Responsibilities

- **Dog training** - Train dogs according to national and international standards as well as according to specific individual service user requirements. Apply knowledge of the functional impact of sight loss and any other disabilities or health conditions in order to ensure dogs are able to perform their guiding role within the required variety of circumstances. Assess and review the dogs temperament and behaviour to ensure dogs are able to perform their guiding role. Develop detailed knowledge of each dogs capabilities in order to allow accurate matching to potential service users. Produce comprehensive reports to enable quality control and use professional judgement to make recommendations on each dog's progression.

Matching of guide dog and owner partnerships -

- Ensure that dogs are suitably matched to service users. Use detailed knowledge of each dog's qualities and recognise how these are likely to compliment the needs and lifestyle of service users. Analyse and assess any risks attached to the guide dog and whether these risks can be safely and appropriately balanced by the skills or capability of the intended service user. Ensure service users are provided with all necessary information to make informed decision regarding a future partnership
- **Creating and Supporting Partnerships** – Plan, supervise or directly deliver training courses for service users and other key individuals which contribute to the success of the partnerships. Apply theoretical and practical knowledge of teaching and learning of adults and at times people with additional needs, including the instruction of children and young people. Use skills and experience to develop both service user and the matched dog to jointly create and maintain effective partnership and a good quality of life for the guide dog. Provide aftercare services to guide dog and owner partnerships that supports efficient mobility, dog welfare and maximises the effective working life of the partnership and its end.

- **Service User Assessment** - Assess the orientation, mobility and any functional vision of service users. Determine the mobility potential of service users and decide upon the appropriate service offer through a thorough assessment process. Produce professional specialist reports to indicate decision as to the most appropriate mobility outcome or matching need. Ensure reports accurately describe the needs and capabilities of service users so that the most appropriate dog can be selected and prepared to meet the assessed needs.
- **Mentoring and Supervision** -
Provide supervision, coaching or mentoring of other staff involved in the creation of guide dog and owner partnerships.
Maintain supervision of created partnerships to ensure ongoing success.
Train and support volunteers involved with supporting the guide dog service on an ongoing basis. Support and advise other key individuals who have influence in the ongoing freedom and independence of our service users.
- **Collaborative working**
Support the wider mobility team and organisation by acting as a positive ambassador
- **Data Capture** - Maintains accurate and timely client and dog records on the appropriate IS system, in line with national standards ensuring Data Protection and GDPR compliance.
- 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).

People Accountability

| | |
|----------------------------------|--|
| Number of Direct Reports: | None |
| Number of Indirect Reports: | None |
| Number of Volunteers Supervised: | May be responsible for managing, maintaining daily communication and regular training inputs for groups of volunteer boarders - between 4 and 15 |

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

Educational Background

| | |
|------------------------------|--|
| Area of Specialisation: | Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent. |
| Required Level of Education: | Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent. |
| Why is this required? | - |

Job-Related Experience

Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people.

Experience of working for a recognised organisation under the International Guide Dogs Federation

Desirable - Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions). Experience of working with people with disabilities

Other Job-Related Skills/Background

A sound knowledge of all aspects of the GDMI role is required in order to perform effectively and this includes understanding of: the structure and activities of the Association, dog training theory basic and advanced, Dog law, relevant medical conditions

Skills and Competencies

Essential - Strong interpersonal skills and excellent communications abilities that inspire, motivate and deliver excellent support to a diverse range of people.

Desirable - *The minimum period required to attain proficiency is 37 months*

Mobility Factors

Must be prepared and able to undertake some overnight stays away from home where required for customer training or support. Able to demonstrate ability to meet the physical demands of the role.

Job Description: Telefundraising Executive

Vacancy Telefundraising Executive

Salary GBP £8.75 per hour

Job Type Casual

Category Casual

Closing Date

Date Posted 24/06/2016

Reference 0000007860

Location Central Office

Region South East

General Information

| |
|-----------------------------------|
| Job Title: |
| Telefundraising Executive |
| Team: |
| Committed Giving Team |
| Department: |
| Individual Giving |
| Directorate: |
| Fundraising and Income Generation |
| Job Location: |
| Central Office |
| Reports To: |
| Telefundraising Team Leader |
| Number of Direct Reports: |
| N/A |

| |
|------------------------------|
| Number of Volunteer Reports: |
| N/A |

| |
|---|
| Budgetary Responsibility in Pounds: |
| Part of team that delivers a budget of; Annual expenditure budget of approx. £1.2m, and an income of £11.4 m. |

| |
|--------------------|
| Financial Targets: |
| N/A |

| |
|----------------------------|
| Matrix Reporting Lines To: |
| N/A |

| |
|---|
| Level of Disclosure Check Required and Related Workforce: |
| None |

Overall Purpose

To deliver exceptional fundraising via the telephone to ensure Guide Dogs achieves its targets for income generation whilst maintaining the best level of supporter satisfaction possible.

Key Accountabilities of the Role

| | Key Accountability | % of time |
|---|--|-----------|
| 1 | Make telefundraising calls to supporters and potential supporters, achieving targets on number of contacts, response and value in order to maximise ROI. To be the voice of Guide Dogs, and to passionately execute the vision, aim and purpose of Guide Dogs to our supporters, whilst maintaining a minimum complaint level. | 85% |

| | | |
|---|---|----|
| 2 | To assist training colleagues, contribute to the telefundraising plan and assist the Telefundraising Manager and Team Leader on tasks as required. | 5% |
| 3 | 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 | Confident, with a friendly and professional phone manner. Self-motivated and reliable. Good at building rapport with the ability to recognise potential issues from supporter conversation and escalate for investigation. Capable of working to targets on call rates, conversion and supporter satisfaction levels. | |
| Previous relevant experience | Call handling experience. Customer service, sales or marketing experience. | Experience in the Charity sector. A proven track record and experience in a results driven telemarketing environment and of meeting and exceeding targets. |
| Knowledge | A strong understanding of Microsoft Office. | Understanding of fundraising. Competent in Word, Excel and PowerPoint. Understand a multivariable environment (dials, response rates, contacts, duration of call, average gift) and how the combination of these variables will affect return on investment. |
| Qualifications / Training | | 5 GCSE passes |

| | | |
|--|--|--|
| Special requirements (such as travel /overnight stays) | Normal hours are 12-8pm Monday to Friday | |
| 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: 2

****End of document**