



INTERNAL JOB VACANCIES

24th 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
Genomics Research Associate	National Breeding Centre	27/12/2019	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
Procurement Assistant / Junior Buyer	Central Office	05/01/2020	External
Dog Care & Welfare Supervisor	Redbridge	05/01/2020	External
Access Assistant	Liverpool	12/01/2020	External
Head of Skills, Information and Support Services	Leeds	19/01/2020	External

Marketing Executive	Central Office	12/01/2020	External
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[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

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:

None

Number of Volunteer Reports:

Up to 10

Budgetary Responsibility in Pounds:

None

Financial Targets:

None

Matrix Reporting Lines To:

None

Level of Disclosure Check Required and Related Workforce:

Enhanced – Children and Adult Workforce

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

	Key Accountability
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 Rehomers/Rehomed dogs within a reasonable timeframe and take appropriate action under the direction of the line manager.
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	Accredited learning in the areas of animal welfare or behaviour.

	equivalent, one of which must be in an area of biological or social sciences, C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking 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

Job Title:
Guide Dog Mobility Instructor
Team:
Mobility Team
Department:
Service Delivery

Directorate:
Mobility Services

Job Location:
Mobility Team area

Reports To:
Service Delivery Manager

Number of Direct Reports:
None

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

Budgetary Responsibility in Pounds:
None

Financial Targets:
None

Matrix Reporting Lines To:
None

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 -

	<p>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.</p>
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.</p>

	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.
6	Collaborative working Support the wider mobility team and organisation by acting as a positive ambassador
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	Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions). Experience

	under the International Guide Dogs Federation	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 International Guide Dogs Federation	Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.
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.	
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The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs at all times and be a fundraiser.

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

GRADE OF POST: 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

Job Title:
Guide Dog Mobility Instructor
Team:

Mobility Team
Department:
Service Delivery
Directorate:
Mobility Services
Job Location:
Mobility Team area
Reports To:
Service Delivery Manager
Number of Direct Reports:
None
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
Budgetary Responsibility in Pounds:
None
Financial Targets:
None
Matrix Reporting Lines To:
None
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 -

	<p>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.</p>
2	<p>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.</p>
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	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.
5	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.
6	Collaborative working Support the wider mobility team and organisation by acting as a positive ambassador
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 International Guide Dogs Federation	Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.
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. GDML 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. GDML 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

Job Description: Accounts Receivable Manager

Vacancy Accounts Receivable Manager
Salary GBP £27,472 to £29,091 per annum
Job Type Grade 4
Category Permanent- Full Time
Closing Date 05/01/2020
Date Posted 20/12/2019
Reference 0000035704
Location Central Office
Region South East

General Information

Job Title:
Accounts Receivable Manager

Team:
Financial Control

Department:
Finance

Directorate:
Business and Finance Services

Job Location:
Hillfields

Reports To: (Job Title)
Financial Controller

Number of Direct Reports:

3 Accounts Receivable Clerks

Number of Volunteer Reports:

None

Budgetary Responsibility in Pounds (if applicable):

None

Financial Targets (if applicable):

None

Matrix Reporting Lines To (if applicable):
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None

Level of Disclosure Check Required and Related Workforce (if applicable):

NA

Overall Purpose

This role requires you to work closely with the Financial Controller, with management responsibility for Accounts Receivable Clerks tasked with the day to day responsibility for processing all income/cash related transactions.

You will have overall responsibility for the accuracy of accurate and timely recording of all income across Guide Dogs, in excess of £100m.

You will play a key role in seeking ways to continuously improve our payment policy and working with all areas of the organisation to ensure compliance.

However, occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Association.

Key Accountabilities of the Role

	Key Accountability
1.	Line manage the Accounts Receivable Clerks including the provision of adequate support to ensure departmental workload is processed accurately and in accordance with agreed timescales.
2.	You are responsible for preparing tax returns (Corporation Tax, VAT, PAYE Settlement agreement and Gift Aid) in compliance with HRMC regulations
3.	Ensure all sales invoices, cash receipts and miscellaneous credit card banking's are recorded accurately in the finance systems in accordance with pre-determined weekly and month end timetables.
4.	Responsible for the timely and accurate processing of Gift Aid and Legacy tax reclaims.
5.	Be a key partner with the Fundraising team, working alongside the Fundraising Business Partner to ensure that the impact on receiving and recording income is robustly assessed in line with our Financial policies, including compliant with PCI.
6.	Responsible for the timely production and distribution of branch accounts including working with the Branch administrator to ensure that all branch banking is done in the most effective way.
7.	Manage the credit control for Guide Dogs to ensure that all sales invoices are paid in a timely way and all late payments are managed.
8.	Assist the Financial Controller in reviewing work practices and procedures including changes to documentation as necessary. Ensure that the Accounts Receivable Clerks follow procedures at all times
9.	Prepare weekly management statistical reporting, developing new reports where necessary.
10.	Responsible for the management of balance sheet and control accounts within your area.
11.	Manage and coach team members to enhance performance, learning and skills of the team. Be accountable for their personal development through carrying out annual and half yearly performance development reviews
12.	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

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

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section Values and Behaviours section above	
Job specific skills	<ul style="list-style-type: none">• Able to respond quickly to changing circumstances whilst	

	<p>maintaining a clear view of overall priorities</p> <ul style="list-style-type: none"> • Essential to have customer focused communication skills and be comfortable in providing training/support to both volunteers and staff throughout the Association • Good interpersonal skills essential, a clear communicator and the ability to listen with previous leadership experience is required • Strong problem-solving capability • Strong team player and team leader • Strong excel skills • Tenacity and resilience 	
Previous relevant experience	<ul style="list-style-type: none"> • Recent experience in a team leader/equivalent role is essential, preferably in an accounts environment. Experience of working in a large processing unit is desirable but not essential. • Experience of working under 	

	<p>pressure and to tight timelines</p> <ul style="list-style-type: none"> • Previous involvement in implementing new ways of working is desirable 	
Knowledge	<ul style="list-style-type: none"> • An in depth understanding of the principal functions of an accounts receivable department, combined with an awareness of related financial accounting requirements. • An understanding of customer requirements essential 	
Qualifications / Training	<ul style="list-style-type: none"> • A part qualified accountant unless practical experience demonstrates that this is not required. 	
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	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.

	management of volunteers 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: 4

Job Description: Community Fundraising Assistant

Vacancy Community Fundraising Assistant
Salary GBP £17,879 to £18,931 pro rata per annum
Job Type Grade 2
Category Secondment- Full Time
Closing Date 27/12/2019
Date Posted 20/12/2019
Reference 0000035705
Location Nottingham
Region East Midlands

General Information

Job Title:
Community Fundraising Supporter Care Assistant

Team:
Community Fundraising

Department:
Supporter Care

Directorate:
Fundraising

Job Location:
North-West Regional Centre, Atherton

Reports To: (Job Title)
Community Fundraising Supporter Care Supervisor

Number of Direct Reports:
None

Number of Volunteer Reports:

As required to support the administration function
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Budgetary Responsibility in Pounds (if applicable):

None

Financial Targets (if applicable):

None

Matrix Reporting Lines To (if applicable):
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None

Level of Disclosure Check Required and Related Workforce (if applicable):

Overall Purpose

As part of the fundraising directorate, the community fundraising supporter care team provides high quality front line customer service and support on a wide range of fundraising products to the functions within the community fundraising teams. We deal with a wide range of enquiries from volunteers, the general public and members of staff.

This role is essential to ensuring we meet our ambitious fundraising targets, which enables us to reach more and more people who are blind and partially sighted. It is essential that the team maintain paper and computer based systems, with excellent levels of attention to detail and high levels of communication skills while liaising with colleagues, supporters community groups and businesses via large volumes of phone, email and post communications.

This is a very busy and varied role and success is based on the ability to work independently, but also as a cohesive team to effectively solve problems in a timely, efficient and professional way putting the customer at the heart of everything we do.

Key Accountabilities of the Role

	Key Accountability
13.	Customer Service – To provide excellent front line support for all fundraising activities. Deal directly with supporters and volunteers either by phone, electronically or by post. Handle and resolve any issues or complaints. Obtain information to handle enquiries, record all interactions on relevant database and follow-up on all actions where necessary.
14.	Data management – Comprehensive use of all bespoke Guide Dog systems, with a specialist knowledge of certain systems. Support staff in the use of systems within community fundraising. High levels of accuracy in data inputting within agreed timescales. Maintain relevant databases. Produce reports as required. Maintains files and data as per DPA.
15.	Correspondence - Deals with all relevant correspondence and enquiries, providing exceptional customer care. Assists in planning and organising communications including newsletters and mail shots. Conducts telephone questionnaires and surveys as required. Assists in the production and distribution of support materials to stakeholders (fundraising groups, volunteers etc.) and supporters.
16.	Financial support - Provides financial support as may be required e.g. processes direct payments, reimbursement claim forms. Provide guidance to Treasurers and group officials and help to resolve issues at local level.
17.	Fulfilment – Send all fundraising welcome packs, and other resources such as collection boxes to local network.
18.	General Admin – Liaise with local groups and supporters to support their fundraising activities. Provide general admin support for the Community Fundraising Development Officers and Community fundraising management team.
19.	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.

20.	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).
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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. Open
2. Passionate
3. Innovative

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 C above	
Job specific skills	Excellent communication, listening and keyboard skills. Self-motivated. Effective time management skills	Experience of using Customer databases.
	Highly motivated towards a client/customer focussed service provision. High levels of attention to detail and accuracy and problem solving skills.	
Previous relevant experience	Evidence of dealing with confidential issues sensitively and with total integrity. Positive, team player, flexible, thorough, uses initiative, able to work effectively under pressure, good interpersonal skills. Able to manage the expectations of the customers and recognise when to escalate issues to a higher level. Experience of working in a customer service environment.	Experience of working with volunteers
Knowledge	Computer literate with a good knowledge of Microsoft Office packages	Appropriate secretarial/administrative experience
Qualifications / Training	Achievement of GCSE passes or equivalent at least at grade C- Maths & English	

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 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

Job Description: Head of Learning & Skills

Vacancy	Head of Learning and Skills
Salary	GBP £44,365 - £46,973 per annum
Job Type	Grade 6
Category	Permanent- Full Time
Closing Date	05/01/2020
Date Posted	19/12/2019
Reference	0000035670
Location	National
Region	National

Overall Role Purpose

Lead the Learning and Skills Team in all areas of service delivery ensuring the development and delivery of learning programmes meet the current and future needs of operational teams in an effective, value for money and person-centred way.

Work in partnership with the business as the strategic lead on Operational learning needs. Work collaboratively with other Organisations within the UK and internationally, to share best practice and demonstrate that GDs UK is a world leader in developing people in assistance dog roles.

Key Responsibilities

- Strategic lead on the design, development and delivery of all operational learning programmes, including continuous professional development, to develop the knowledge, skills and capabilities of operational staff and volunteers to deliver Guide Dog services.
- Lead and inspire the Learning and Skills team to design and support a world class learning experience driven by innovation, accessibility and technology.
- Create synergy and build professional networks and collaborative partnerships (internally and externally, nationally and

internationally) to ensure our learning programmes develop the skills and knowledge necessary to enable people with sight loss to live the life they choose.

- Maintain a high level of professional expertise to influence operational practice and work with colleagues to create an environment where every person is inspired to be exceptional.
- Mentor and coach the Learning and Skills team to work in partnership with the business to create and deliver a suite of learning that meets current and future business needs.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: up to 10

Number of Indirect Reports: na

Number of Volunteers Supervised: na

Financial Accountability

Annual Income Accountability:

Previous Year/ Actual, if applicable and current Year/ Target, if applicable

Assets Managed:

Responsible for Learning and Skills Team budget and operational trainee budget

Budget Accountability:

£500, 000

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: Learning and Development frameworks, tools and techniques, adult learning and Management

Required Level of Education: Training or adult learning to certificate level or professional qualification or equivalent work experience

Why is this required?

To demonstrate up to date knowledge of learning and development and ability to inspire and manage people.

Job-Related Experience

Proven experience of managing a learning and development team.

Up to date understanding of current practice/thinking, frameworks/models in learning and development.

Demonstrable ability to work with a range of stakeholders and create a synergetic work environment.

Proven experience in effectively communicating and sharing information with others who may not be familiar with the subject matter.

Experience of working collaboratively to an agreed solution.

Other Job-Related Skills/Background

List any licenses, certificates, registrations, or any relevant job skill or abilities not covered in Educational Background or Job-Related Experience sections above that are required for the job.

Skills and Competencies

Essential

Demonstrable highly effective organisational skills, able to work under pressure and to deadlines. Excellent Interpersonal and relationship management skills with a strong ability to inspire, motivate, collaborate, influence and negotiate at a senior level. Able to lead on internal and external communications with effective public speaking and presentation skills. Proven ability to analyse, problem solve and effective decision making skills with a proven positive outcome. Budget management skills, recognising return on investment. Demonstrable Strong leadership and change management skills. Consultancy and project management experience. Experienced in the design and delivery of learning and development interventions with proven effective outcomes. Ability to use data to make informed decisions and for planning.

Desirable

Operational module management and delivery including experience of managing programmes accredited by external awarding bodies including FE & HE establishments, apprenticeship schemes. Experience of introducing new initiatives/services. Organisations/Awarding bodies within the animal care sector. Continuous Improvement models including Lean, six sigma concepts.

Mobility Factors

UK wide role with regular UK wide travel required to attend meetings, etc. Commonly two nights away from home twice per month.

****End of document**