



INTERNAL JOB VACANCIES

27th 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	05/01/2020	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
Head of Learning and Skills	National	05/01/2020	Internal
Community Fundraising Assistant	Nottingham	27/12/2019	Internal
Dog Care & Welfare Assistant	Redbridge	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: Head of Learning and 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

Job Title: **Head of Learning and Skills**

Directorate: People & Performance
Reports To: Head of Learning and Organisational Development
Matrix Reporting To: na
Disclosure Check Level: None
Date created/last reviewed: 19/11/2019

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.

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work.

Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

Our Values

At Guide Dogs, we aspire to be: -

- **Open.** We listen to and work with others, and we are inclusive in everything we do. We share our expertise and experience with anyone who can benefit from it and always seek to learn from others.
- **Passionate.** We are positive and passionate about our life-changing work. We will challenge everything that prevents people with sight loss living full and rewarding lives.
- **Innovative.** We strive continuously to improve the services we provide. We will never stop innovating. The only way we can change the world for even more people with sight loss is by embracing new technologies and new ways of working.

Job Description: 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
1.	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.
2.	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.
3.	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.
4.	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.
5.	Fulfilment – Send all fundraising welcome packs, and other resources such as collection boxes to local network.

6.	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.
7.	Any other activities relevant to the role that will enable us to get blind and partially sighted people out and about in the way they choose.
8.	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

All staff are expected to demonstrate Guide Dogs' Values, the beliefs that guide the entire organisation.

1. 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

DATE OF EVALUATION: 31/05/2019

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