



INTERNAL JOB VACANCIES

3rd September 2019

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Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

Available roles

Role	Location	Closing date	
Service Design & Development Lead	Coventry	15/09/2019	External
Service Design & Development Lead	Home Based	15/09/2019	External
Operations Director	Home Based (Geographical Area)	11/09/2019	External
Training & Behaviour Advisor	Atherton	15/09/2019	External
Training & Behaviour Advisor	Redbridge	15/09/2019	External
Training & Behaviour Advisor	Exeter	15/09/2019	External
Training & Behaviour Advisor	Welwyn Garden City	15/09/2019	External
Training & Behaviour Advisor	Forfar	15/09/2019	External
Training & Behaviour Advisor	Bristol	15/09/2019	External
Training & Behaviour Advisor	Cardiff	15/09/2019	External
Training & Behaviour Advisor	Leamington	15/09/2019	External
Training & Behaviour Advisor	Midlands	15/09/2019	External
Training & Behaviour Advisor	North East	15/09/2019	External
Training & Behaviour Advisor	Newcastle	15/09/2019	External
Operations Support Supervisor	Leeds	08/09/2019	External
My Guide Service Manager	Maidstone	08/09/2019	External
Dog Care & Welfare Manager	North East	08/09/2019	External
Dog Care & Welfare Manager	South West	08/09/2019	External

Habilitation Specialist	Nottingham	08/09/2019	External
Dog Care & Welfare Technician	Glasgow	11/09/2019	Internal
Dog Care & Welfare Technician	Newcastle	11/09/2019	Internal
Dog Care & Welfare Technician	Hull	11/09/2019	Internal
Dog Care & Welfare Technician	Sheffield	11/09/2019	Internal
Dog Care & Welfare Technician	Nottingham	11/09/2019	Internal
Dog Care & Welfare Technician	Exeter	11/09/2019	Internal
Dog Care & Welfare Technician	Reading	11/09/2019	Internal
Dog Care & Welfare Technician	Maidstone	11/09/2019	Internal
Dog Care & Welfare Technician	Southampton	11/09/2019	Internal
Community Fundraising Development Officer	Belfast	15/09/2019	External
Community Fundraising Assistant	Atherton	10/09/2019	External
Volunteer Boarder Coordinator	Atherton	05/09/2019	Internal
Orientation and Mobility Specialist	Reading	15/09/2019	External
Operations Support Coordinator	Bristol	20/09/2019	External
Operations Support Coordinator	Exeter	20/09/2019	External
Operations Support Coordinator	Reading	09/09/2019	Internal
Operations Support Coordinator	Cardiff	15/09/2019	External
Operations Support Coordinator	Cardiff	15/09/2019	External

Operations Support Supervisor	Forfar	05/09/2019	External
Engagement Officer	Various Locations	15/09/2019	External
Engagement Officer	Reading	15/09/2019	External
Dog Care & Welfare Support Assistant	Leamington	09/09/2019	Internal
Communications Officer	Glasgow	10/09/2019	Internal
My Guide Manager	South East	17/09/2019	Internal
Community Fundraising Assistant	Atherton	10/09/2019	External
Volunteering Coordinator	Nottingham	10/09/2019	External
Volunteering Coordinator	Bristol	10/09/2019	External
Volunteering Coordinator	Exeter	10/09/2019	External
Volunteering Coordinator	Edinburgh	18/09/2019	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033095
Location Glasgow
Region Scotland

Job Title: **Dog Care Technician**

(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

Key Responsibilities

- Monitor and maintain the mental and physical wellbeing of up to 20 dogs housed within the Community Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Operational Service Standards. Animal husbandry for all dogs includes the provision of routine or specialist technical health care, such as convalescing care, managing dogs undergoing health assessment and management of contagious cases.
- Plan and carry out routine health treatment and medication as necessary. To plan for routine health checks to be carried out at the designated veterinary practice. Escalate health concerns to manager, and under their direction, seek veterinarian intervention where required. Maintain accurate and up to date records in relation to dog health.
- Responsible for maintaining dog behaviour around the office/day care accommodation and the education of the desired response to the dog being handled when receiving treatments/grooming, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits at all times. Identify potential issues and refer to the relevant dog trainer or Dog Care Advisor as appropriate.
- Manage and coordinate the placement of dogs with Volunteer Boarders. This will involve ensuring that sufficient volunteer resources are in place, working to agreed resource plans. This is achieved by home checking applicants, escalating any concerns to management. Coordinating training and ongoing management of these volunteers. Working in conjunction with dog trainers to provide day to day advice to support volunteers caring for specific dogs.
- Supervising and tutoring unqualified Dog Care and other staff in animal husbandry and care in line with operational standards.
- Responsible for the support and education of volunteers in relation to the care and welfare of the dogs under their care. This will include managing and coordinating the work of a team of Dog Care Volunteers, on site, to support the mental and physical wellbeing of dogs in the team environment.

- In conjunction with dog training staff, co-ordinate the accommodation of dogs within the site, utilising office and day care accommodation space appropriately considering the specific needs of individual dogs.
- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.
- Maintain professional working relationships and communication with other technical staff, other departments and external contacts (specialists, volunteers, boarders) as required.
- 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
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

Desirable

Demonstrate experience of ability to coach/train colleagues

Mobility Factors

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

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: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033098
Location Newcastle
Region North East

Job Title: Dog Care Technician (Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

Key Responsibilities

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- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.
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Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

Desirable

Demonstrate experience of ability to coach/train colleagues

Mobility Factors

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

Working at Guide Dogs

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Job Description: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033099
Location Hull
Region Yorkshire and Humber

Job Title: **Dog Care Technician**

(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

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Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

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Skills and Competencies

Essential

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Mobility Factors

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Vacancy Dog Care & Welfare Technician
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Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033100
Location Sheffield
Region Yorkshire and Humber

Job Title: **Dog Care Technician**
(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

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Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
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Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

Desirable

Demonstrate experience of ability to coach/train colleagues

Mobility Factors

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

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.

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- **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: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033101
Location Nottingham
Region East Midlands

Job Title: Dog Care Technician (Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

Key Responsibilities

- Monitor and maintain the mental and physical wellbeing of up to 20 dogs housed within the Community Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Operational Service Standards. Animal husbandry for all dogs includes the provision of routine or specialist technical health care, such as convalescing care, managing dogs undergoing health assessment and management of contagious cases.
- Plan and carry out routine health treatment and medication as necessary. To plan for routine health checks to be carried out at the designated veterinary practice. Escalate health concerns to manager, and under their direction, seek veterinarian intervention where required. Maintain accurate and up to date records in relation to dog health.
- Responsible for maintaining dog behaviour around the office/day care accommodation and the education of the desired response to the dog being handled when receiving treatments/grooming, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits at all times. Identify potential issues and refer to the relevant dog trainer or Dog Care Advisor as appropriate.
- Manage and coordinate the placement of dogs with Volunteer Boarders. This will involve ensuring that sufficient volunteer resources are in place, working to agreed resource plans. This is achieved by home checking applicants, escalating any concerns to management. Coordinating training and ongoing management of these volunteers. Working in conjunction with dog trainers to provide day to day advice to support volunteers caring for specific dogs.
- Supervising and tutoring unqualified Dog Care and other staff in animal husbandry and care in line with operational standards.
- Responsible for the support and education of volunteers in relation to the care and welfare of the dogs under their care. This will include managing and coordinating the work of a team of Dog Care Volunteers, on site, to support the mental and physical wellbeing of dogs in the team environment.

- In conjunction with dog training staff, co-ordinate the accommodation of dogs within the site, utilising office and day care accommodation space appropriately considering the specific needs of individual dogs.
- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.
- Maintain professional working relationships and communication with other technical staff, other departments and external contacts (specialists, volunteers, boarders) as required.
- 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
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

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

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

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Demonstrate experience of ability to coach/train colleagues

Mobility Factors

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(Community Team)

Directorate: Operations
Reports To: TBC
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Breadth/Scope of Accountability

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Financial Accountability

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Assets Managed:	none
Budget Accountability:	None

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

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Other Job-Related Skills/Background

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Skills and Competencies

Essential

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Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033102
Location Exeter
Region South West

Job Title: **Dog Care Technician**

(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

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Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
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Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

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Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

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Other Job-Related Skills/Background

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Skills and Competencies

Essential

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Location Exeter
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(Community Team)

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Reports To: TBC
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- **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: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033104
Location Maidstone
Region South East

Job Title: **Dog Care Technician**
(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

Key Responsibilities

- Monitor and maintain the mental and physical wellbeing of up to 20 dogs housed within the Community Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Operational Service Standards. Animal husbandry for all dogs includes the provision of routine or specialist technical health care, such as convalescing care, managing dogs undergoing health assessment and management of contagious cases.
- Plan and carry out routine health treatment and medication as necessary. To plan for routine health checks to be carried out at the designated veterinary practice. Escalate health concerns to manager, and under their direction, seek veterinarian intervention where required. Maintain accurate and up to date records in relation to dog health.
- Responsible for maintaining dog behaviour around the office/day care accommodation and the education of the desired response to the dog being handled when receiving treatments/grooming, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits at all times. Identify potential issues and refer to the relevant dog trainer or Dog Care Advisor as appropriate.
- Manage and coordinate the placement of dogs with Volunteer Boarders. This will involve ensuring that sufficient volunteer resources are in place, working to agreed resource plans. This is achieved by home checking applicants, escalating any concerns to management. Coordinating training and ongoing management of these volunteers. Working in conjunction with dog trainers to provide day to day advice to support volunteers caring for specific dogs.
- Supervising and tutoring unqualified Dog Care and other staff in animal husbandry and care in line with operational standards.
- Responsible for the support and education of volunteers in relation to the care and welfare of the dogs under their care. This will include managing and coordinating the work of a team of Dog Care Volunteers, on site, to support the mental and physical wellbeing of dogs in the team environment.

- In conjunction with dog training staff, co-ordinate the accommodation of dogs within the site, utilising office and day care accommodation space appropriately considering the specific needs of individual dogs.
- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.
- Maintain professional working relationships and communication with other technical staff, other departments and external contacts (specialists, volunteers, boarders) as required.
- 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
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

Desirable

Demonstrate experience of ability to coach/train colleagues

Mobility Factors

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

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: Dog Care & Welfare Technician

Vacancy Dog Care & Welfare Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 11/09/2019
Date Posted 28/08/2019
Reference 0000033186
Location Southampton
Region South East

Job Title: **Dog Care Technician**
(Community Team)

Directorate: Operations
Reports To: TBC
Matrix Reporting To: TBC
Disclosure Check Level: Enhanced
Date created/last reviewed: 15/08/2019

Overall Role Purpose

Responsible for ensuring the mental and physical welfare and specialist care of up to 20 dogs under the care of the Community Team, carrying out daily husbandry and decision making to ensure any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied and supervising the work of volunteers carrying out this work. To manage the volunteer boarding scheme for dogs in training at the Community Team ensuring the availability of sufficient trained volunteers to meet the need of the business throughout the year.

Key Responsibilities

- Monitor and maintain the mental and physical wellbeing of up to 20 dogs housed within the Community Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Operational Service Standards. Animal husbandry for all dogs includes the provision of routine or specialist technical health care, such as convalescing care, managing dogs undergoing health assessment and management of contagious cases.
- Plan and carry out routine health treatment and medication as necessary. To plan for routine health checks to be carried out at the designated veterinary practice. Escalate health concerns to manager, and under their direction, seek veterinarian intervention where required. Maintain accurate and up to date records in relation to dog health.
- Responsible for maintaining dog behaviour around the office/day care accommodation and the education of the desired response to the dog being handled when receiving treatments/grooming, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits at all times. Identify potential issues and refer to the relevant dog trainer or Dog Care Advisor as appropriate.
- Manage and coordinate the placement of dogs with Volunteer Boarders. This will involve ensuring that sufficient volunteer resources are in place, working to agreed resource plans. This is achieved by home checking applicants, escalating any concerns to management. Coordinating training and ongoing management of these volunteers. Working in conjunction with dog trainers to provide day to day advice to support volunteers caring for specific dogs.
- Supervising and tutoring unqualified Dog Care and other staff in animal husbandry and care in line with operational standards.
- Responsible for the support and education of volunteers in relation to the care and welfare of the dogs under their care. This will include managing and coordinating the work of a team of Dog Care Volunteers, on site, to support the mental and physical wellbeing of dogs in the team environment.

- In conjunction with dog training staff, co-ordinate the accommodation of dogs within the site, utilising office and day care accommodation space appropriately considering the specific needs of individual dogs.
- Operates as a team member working with managers, supervisors and colleagues to ensure all dog care duties are covered by coordinating rotas for staff and volunteers. Responsible for supervising the handover of dogs to and from their volunteer boarder, this will involve working on a shift basis, covering early mornings and evenings on a regular basis.
- Under direction of a Dog Care and Welfare Advisor, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner and monitor their dog's progress throughout a specific health concern reporting back to the Dog Care Advisor as appropriate.
- Maintain professional working relationships and communication with other technical staff, other departments and external contacts (specialists, volunteers, boarders) as required.
- 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
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	0
Number of Volunteers Supervised:	Up to 30

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	none
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	An interest in animal welfare is highly desirable
Required Level of Education:	2 'A' Levels or equivalent
Why is this required?	In order to undertake and pass the internal Guide Dogs Dog Care Level 3 qualification

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers. Experience of supervising a small to medium size team demonstrating successful delivery of an outcome.

Other Job-Related Skills/Background

Understanding of animal care and behaviour
Basic computer skills using basic word and outlook.

Skills and Competencies

Essential

Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling. Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need.

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

Desirable

Demonstrate experience of ability to coach/train colleagues

Mobility Factors

Community Team. Able to work unsocial hours including evenings, weekends and bank holidays. Participation in a rota which will include early mornings and late evenings on a regular basis. Will be lone working onsite on occasions.

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: Volunteer Boarder Coordinator

Vacancy Volunteer Boarder Coordinator
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 05/09/2019
Date Posted 28/08/2019
Reference 0000033209
Location Atherton
Region North West

General Information

Job Title:
Volunteering Boarder Coordinator

Team:
[Region]

Department:
CAS Operations
Directorate:
Operations

Job Location:
Regional Centre

Reports To: (<i>Job Title</i>)
CAS Operations Manager

Number of Direct Reports:
0

Number of Volunteer Reports:
Minimum of 2 lead volunteers

Budgetary Responsibility in Pounds <i>(if applicable)</i> :
0

Financial Targets <i>(if applicable)</i> :
0

Matrix Reporting Lines To <i>(if applicable)</i> :
Regional Volunteering Advisor

Level of Disclosure Check Required and Related Workforce <i>(if applicable)</i> :
Basic

Overall Purpose

In conjunction with the Volunteering Coordinator and Volunteer Managers, support the development and running of volunteer schemes within the Regional Centre, to build capacity and ensure ongoing coordination.

Support the Volunteering Coordinator and Volunteer Managers to select and recruit volunteers as required for the Regional Centre. Coordinate the training of new volunteer boards as required and further development of existing volunteer boards. Adhere to robust operating practices and procedures to support the ongoing management of volunteers and processes.

Key Accountabilities of the Role

	Key Accountability
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1	Coordinate volunteer planning in conjunction with the Volunteering Coordinator and Volunteer Managers for the Regional Centre.
2	To support and engage with potential volunteers throughout the recruitment process. Undertake pre-screening as required, coordinate and attend interviews and home checks with Volunteer Managers. Working in conjunction with the Volunteering Coordinator and the Volunteering Office, ensure smooth transition of applications. Ensure relevant systems and documentation are up to date.
3	To coordinate and/or deliver training for new and existing volunteer boarders, where required. Work in collaboration with Volunteer Managers/Guide Dog Trainers/Guide Dog Mobility Instructors/Dog Care staff to coordinate the placement of dogs with volunteer boarders, and monitor and support volunteer boarders in their roles. Where skills gaps or performance concerns identified, coordinating further training may be required.
4	To recruit and manage a minimum of two lead volunteers to support the ongoing management of volunteer schemes, providing opportunities for development and ongoing support.
5	In conjunction with the Volunteering Coordinator, coordinate a programme of ongoing engagement with volunteer boarders at the Regional Centre, providing opportunities in line with Guide Dogs Award and Recognition procedures e.g. Local Awards, Christmas thank-you events, Pat on the Backs etc.
7	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

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above	
Job specific skills	<p>Ability to communicate effectively and tactfully both verbally and in writing.</p> <p>Ability to deal with people at all levels.</p> <p>Able to plan, prioritise and self-monitor own workload with limited support from line manager.</p> <p>Confident in speaking to groups.</p> <p>Ability to work as part of a team and under own initiative.</p>	

Previous relevant experience	<p>Previous experience of communicating with, supporting and motivating volunteers.</p> <p>Experience of delivering high levels of customer service.</p> <p>Delivering training to people in groups and individually</p> <p>Community engagement, particularly around attracting applications for volunteer recruitment</p>	<p>Experience of co-ordinating and/or managing volunteers or staff.</p> <p>Experience of working with people, supporting professional development and providing customer service.</p> <p>Experience of volunteering by being a volunteer</p>
Knowledge	Proficiency in Microsoft Word, Excel and Outlook, databases etc.	
Qualifications/ Training	Sound written and numerical skills; gained through education, work or life experience.	

Special requirements (such as travel /overnight stays)	Prepared to work outside normal hours occasionally (evenings and weekends)	May on rare occasions be required to travel to other sites and stay overnight
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

DATE OF EVALUATION: May 2016

Job Description: Operations Support Coordinator

Vacancy Operations Support Coordinator
Salary GBP £17,879 to £18,931 per annum
Job Type Grade 2
Category Permanent- Full Time
Closing Date 09/09/2019
Date Posted 02/09/2019
Reference 0000033233
Location Reading
Region South East

General Information

Job Title:	
Operations Support Coordinator	

Team:	
South West	

Department:	
Operations	

Directorate:	
Operations	

Job Location:	
Reading	

Reports To:	
Operations Support Supervisor or Operations Support Manager	

Number of Direct Reports:	
None	

Number of Volunteer Reports:	
As required to support the administration function	

Budgetary Responsibility in Pounds:
None
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
Standard DBS check

Overall Purpose

To provide a wide range of administrative and support to the functions within the community team and/or regional centre while helping to ensure the team office environment is a pleasant and inviting place to work.

To enable team effectiveness by supporting the operational teams in administrative tasks, to ensure operational delivery is successful, maintaining paper and computer based systems and support any operations activity as required for the community team or regional centre to succeed.

Deliver a person-centred service for anyone contacting Guide Dogs and specifically our customers, volunteers and supporters, gaining core information about each client to ensure their needs and goals are met.

Key Accountabilities of the Role

	Key Accountability
1.	Deals with routine correspondence and calls ensuring all enquiries are proficiently handled and appropriately referred to the relevant internal specialists in line with quality standards.
2.	Act as the first point of contact for the customer journey, using a person-centered approach to capture baseline circumstances and aspiration, facilitating the introduction to service specialists and

	where/when appropriate support referrals both internally and externally.
3.	Support and coordinate planning and provisions in relation to any CAS and SIS service related activity undertaken by team staff (e.g. customer visits / dog movements / partnership training / classes / documentation and equipment).
4.	Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations.
5.	Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to): <ul style="list-style-type: none"> a. Incoming and out-going post b. Site & staff Health and Safety c. Raising purchase orders & expense requisitions d. General communications to be sent to mass groups externally e.g. mail shots and invitations to regional/ community level events. e. Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.) f. Stock maintenance for office materials / site provisions / dog health provisions (as requested)
6.	Provides a welcoming reception to visitors, greeting and assisting visitors, supporting with the set up for meetings on site (except where Reception Coordinators located) as necessary. Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management.
5.	Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
6.	Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences.
7.	Liaises with volunteers as required to support volunteer managers resolve their query.

8.	Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports, including support of dog settlement when requested/appropriate.
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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.

Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We encourage all our people to actively participate in continuous professional development (CPD).

Values and Behaviours

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

Open
Passionate
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 Values and Behaviours section above.	
Job specific skills	Highly motivated towards a delivering a person-centred service. Evidence of dealing with confidential issues	

	<p>sensitively and with total integrity.</p> <p>Positive, team player, who is a self-starter and uses initiative to complete tasks. Able to work effectively and flexibly under pressure. Good interpersonal skills. Self-motivated. Effective time management skills.</p>	
Previous relevant experience	Experience in a customer service role, and/or office/administration role.	<p>Experience of working with volunteers</p> <p>Lived experience of vision impairment (either self or direct family member)</p>
Knowledge	Computer literate with a good knowledge of Microsoft Office packages. Excellent keyboard skills	Knowledge of Salesforce or CARE database
Qualifications/ Training	Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent)	N/A
Special requirements (such as travel /overnight stays)	Many of our offices will open at 7.30 and close at 6pm – this role may need to accommodate working hours on a shift basis to facilitate opening and closing times	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	From time to time you may be asked to support/ volunteer your time at

	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.	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: 22/08/2019

Job Description: Dog Care & Welfare Support Assistant

Vacancy Dog Care & Welfare Support Assistant
Salary GBP £16,380 to £17,240 pro rata per annum
Job Type Grade 1
Category Permanent -Part Time
Closing Date 09/09/2019
Date Posted 02/09/2019
Reference 0000033333
Location Leamington
Region West Midlands

Job Title: Dog Care and Welfare Support Assistant

Directorate: Operations
Reports To: Dog Care and Welfare Supervisor
Matrix Reporting To: None
Disclosure Check Level: None
Date created/last reviewed: 01/11/2015

Overall Role Purpose

Provide for the mental and physical welfare of dogs whilst housed in kennels at a Guide Dog Training School or National Breeding Centre whilst working the roster. Responsible for maintaining the behaviour of dogs within a specialist environment

Key Responsibilities

- Responsible for carrying out routine husbandry of up to 35 dogs within a block of kennels. To work within agreed national Dog Care working practices and standard operating procedures when providing animal husbandry.
- Monitor the mental & physical wellbeing of dogs within the kennel environment to ensure all dogs are fit & healthy and to allow them to progress as future guide dogs/breeding stock, referring potential issues upwards as appropriate.

- Responsible for maintaining behavioural responses within the kennel environment, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits. Identifying and referring potential handling or behavioural issues upwards as appropriate.
- Identify and respond to health & temperamental issues, by referring upwards when appropriate, to ensure the progress and wellbeing of dogs in the kennel environment.
- Operates as a team member working with Technicians and colleagues by providing practical skills to fulfil the delivery of a dog care and welfare service whilst working on the evening roster.
- 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
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	Specify number of matrix staff reports
Number of Volunteers Supervised:	None

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	Notes on any other resources and assets managed by this role
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation: Knowledge of dog care and welfare. 3 GCSE grade C or above or equivalent experience

Required Level of Education: Specify level of education/qualification for this specialisation.

Why is this required? Specify why this area of specialisation is required at this educational level.

Job-Related Experience

Able to demonstrate ability to organise own work priorities within set time frames.

Practical experience working with dogs within either dog care or training environment. Work with volunteers

Other Job-Related Skills/Background

Understanding of animal care and behaviour.

Basic computer skills.

Skills and Competencies

Essential

Able to demonstrate aptitude for dog handling. Ability to communicate effectively with colleagues. Able to record hand written information clearly and legibly.

Desirable

Please list any desirable skills and competencies required to fulfil the Key Responsibilities of the role, in particular in relation to the application of know-how, problem-solving and the required interactions with others.

Mobility Factors

Able to work unsocial hours including evenings, weekends and bank holidays.

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: Communications Officer

Vacancy Communications Officer
Salary GBP £27,472 to £29,091 per annum pro rata
Job Type Grade 4
Category Fixed Term Contract- Full Time
Closing Date 10/09/2019
Date Posted 03/09/2019
Reference 0000033355
Location Glasgow
Region Scotland

General Information

Job Title:
Country Marketing and Communications Manager (NI, Wales and Scotland)
Team:
Country Team
Department:
Policy and Engagement
Directorate:
Operations
Job Location:
Office based with a regional remit
Reports To:
Policy, Campaigns and Engagement Manager (NI, Wales and Scotland)
Number of Direct Reports:

None

Number of Volunteer Reports:

May have responsibility for up to 10 volunteers e.g. volunteer communication champions
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Budgetary Responsibility in Pounds:

Up to £10K

Financial Targets:

None

Matrix Reporting Lines To:

Marketing Digital and Inclusion

Level of Disclosure Check Required and Related Workforce:

None

Overall Purpose

Drive the awareness and saliency of the Guide Dogs brand in the country by leading the development and activation of central, regional and local integrated communications & digital plans. Communicate the strategy and work of Guide Dogs, engaging key audiences both externally and internally (including service users, volunteers, staff, and supporters) to strengthen the brand.

Key Accountabilities of the Role

	Key Accountability
1	Brand – Drive the awareness and saliency of the Guide Dogs brand in the country by bringing to life the brand positioning through all customer experience touchpoints. Champion the new brand identity in the region, leading the implementation across all touchpoints.

	Lead the regional activation of the bi-annual brand campaign, working closely with the central brand, comms and digital teams.
2	<p>Communications & Digital – Lead the development, activation and review of central, regional and local integrated communications & digital plans in the country. This should include print and broadcast media, social media, publications, advertising, events, direct marketing and internal communications as appropriate, ensuring objectives are set and measured. Create and edit key regional publications and digital content, as and when required. Source, create and share local case studies. Manage and monitor social media content and platforms (includes out of hours support)</p> <p><i>Wales specific; lead on Welsh language policy and practice across Guide Dogs, providing advice and guidance to all staff and key stakeholders.</i></p>
3	Services and volunteering marketing - Lead the development, activation and review of marketing strategies and plans with Head of Country to help delivery of country targets. Generate country-based stories and articles for corporate publications
4	Media relations - Build strong and on-going relationships with journalists through proactive and reactive media relations, including dealing with issues and crises that are a risk to the organisation's reputation. Develop and maintain a network of communications champions in the country
5	Spokesperson - Be a key spokesperson on behalf of Guide Dogs for country media and where appropriate nationally
6	Advice and training - Provide both strategic and tactical advice on communications activities and issues for staff and volunteers within the country. Provide media training and develop communication skills to staff and volunteers within your area and ensure they are adequately briefed for media interviews.
7	Quality- Work across departments and functions both at Central Office and within your country, to ensure that Guide Dogs online and print communication channels are up-to-date and reflects country content and context.

8	Learning - 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

Guide Dogs places great emphasis on **how** people get the job done. For example, we need people who are passionate about helping to support blind and partially sighted people to be mobile. Staff are expected to achieve these standards to fully meet the expectations of their role.

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 Values and Behaviours section above.	
Job specific skills	Excellent written and communication skills, being able to adapt style to a number of different channels or audiences. Excellent digital communication and marketing skills. Able to give authoritative verbal advice and information on marketing and communications. Excellent organisational skills, working under pressure and to deadlines. <i>Welsh specific; fluent in Welsh and able to produce / review written text.</i>	
Previous relevant experience	Creation and implementation of communications and digital campaigns and projects to meet business objectives, with experience of targeting different audiences through media channels.	Previous brand management experience Previous experience of being a key spokesperson for a large organisation, both with the media and with other organisations.
Knowledge	Up-to-date with best practice and innovation in brand marketing, communications and digital Strong digital skills including a good knowledge of Microsoft Office packages, in particular Word and PowerPoint. <i>Welsh specific; detailed knowledge of Welsh language and</i>	Experience of working in the third sector.

	<i>Equalities legislation including the Welsh Language (Wales) Measure 2011 and Equality Act 2010</i>	
Qualifications/ Training	A degree or an equivalent level qualification	N/A
Special requirements (such as travel /overnight stays)	Some travel in the 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: 4

DATE OF EVALUATION:

Job Description: My Guide Manager

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

Job Title: **My Guide Manager**

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

Overall Role Purpose

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

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

Key Responsibilities

- **Service Delivery and Development**

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

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

Ensure that all relevant databases are kept up to date
Observe delivery of training programmes by practitioners, and provide feedback to ensure provision of high quality training.

- **Working with external organisations**

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

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

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

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

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

- **Continuous Improvement**

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

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

- **Communication, Marketing and Publicity**

Work with engagement colleagues to publicise My Guide services locally

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

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

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

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

- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

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

Financial Accountability

Annual Income Accountability:	None
Assets Managed:	None
Budget Accountability:	None

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives. All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation.
- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

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

Job-Related Experience

Ability to manage and motivate staff and volunteers

Presentation skills – Desirable - Commercial awareness

Account management

Knowledge of Microsoft Office

Desirable - Commercial awareness

Account management

Other Job-Related Skills/Background

Proven experience of designing and delivering training to an accreditation level

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

Proven experience of volunteer management and development

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

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

Demonstrates an understanding of the voluntary sector.

Demonstrates an understanding of visual impairment issues and service requirements

Demonstrates a knowledge of other disabilities

Proven experience of direct marketing or Public Relations

Skills and Competencies

Essential

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

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

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

Desirable

None

Mobility Factors

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

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

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

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

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

Our Values

At Guide Dogs, we aspire to be: -

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

**** End of document**