



INTERNAL JOB VACANCIES

5th November 2019

Contents

Working for Guide Dogs.....	2
Available roles	3
Job Description: Dog Care & Welfare Assistant	6
Job Description: Community Fundraising Assistant	12



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	
Qualified Habilitation Specialist	North West	13/11/2019	External
Volunteering Coordinator	Welwyn Garden City	14/11/2019	External
Orientation & Mobility Specialist	Nottingham	26/01/2020	External
Guide Dog Mobility Instructor	Forfar	22/11/2019	External
Guide Dog Mobility Instructor	Glasgow	22/11/2019	External
Operations Support Coordinator	Shrewsbury	06/11/2019	External
Individual Giving Single Gifts Product Manager	Central Office	24/11/2019	External
Telefundraising Executive	Central Office	17/11/2019	External
ECommerce Executive	Central Office	12/11/2019	External
Guide Dog Mobility Instructor	Newcastle	06/11/2019	External
Diversity & Inclusion Manager	Central Office	13/11/2019	External
Dog Care & Welfare Assistant	Forfar	07/11/2019	Internal
Volunteer Boarder Coordinator	Redbridge	13/11/2019	External
Fundraising Executive	Central Office	14/11/2019	External
My Guide Service Manager	Leamington	14/11/2019	External
CAS Operations Manager	Welwyn Garden City	17/11/2019	External
Central Services Support Coordinator	Birmingham	17/11/2019	External
Canine Health Administrator	National Breeding Centre	17/11/2019	External

Puppy Walking Coordinator	Leamington	11/11/2019	External
Puppy Walking Coordinator	Forfar	11/11/2019	External
Puppy Walking Coordinator	Atherton	11/11/2019	External
Puppy Walking Coordinator	Redbridge	11/11/2019	External
Trainee Guide Dog Mobility Instructor	Leamington	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Peterborough	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Birmingham	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Maidstone	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Redbridge	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Welwyn Garden City	10/11/2019	External
Trainee Guide Dog Mobility Instructor	London	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Reading	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Bristol	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Shrewsbury	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Leeds	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Newcastle	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Cardiff	10/11/2019	External
Trainee Guide Dog Mobility Instructor	Nottingham	10/11/2019	External
Qualified Habilitation Specialist	Nottingham	24/11/2019	External
SISS Operations Manager	Bristol	17/11/2019	External
Regional Head of Operations	North East	24/11/2019	External

Community Fundraising Assistant	Atherton	11/11/2019	Internal
Trainee Puppy Training Supervisor	Home Based (Geographical Area)	17/11/2019	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 Assistant

Vacancy Dog Care & Welfare Assistant
Salary GBP £17,879 to £18,931 per annum pro rata
Job Type Grade 2
Category Permanent -Part Time
Closing Date 07/11/2019
Date Posted 31/10/2019
Reference 0000032541
Location Forfar
Region Scotland

General Information

Job Title:
Dog Care & Welfare Assistant
Team:
Dog Care & Welfare Team
Department:
Dog Care & Welfare
Directorate:
Mobility Services
Job Location:
Guide Dog Training School
Reports To:
Dog Care and Welfare Manager
Number of Direct Reports:

None

Number of Volunteer Reports:

None

Budgetary Responsibility in Pounds:

None

Financial Targets:

None

Matrix Reporting Lines To:

None

Level of Disclosure Check Required and Related Workforce:

None

Overall Purpose

Provide for the mental and physical welfare and specialist care of all dogs whilst housed in kennels at a Guide Dog Training School. To provide day to day husbandry of dogs in kennels ensuring adherence to national dog care working practices and standard operating procedures.

Key Accountabilities of the Role

	Key Accountability	% of time
1	To carry out day to day husbandry of up to 35 dogs within a block of kennels, ensuring application of agreed national dog care working practices and standard operating procedures. This will include the provision of specialist health care, under supervision, such as convalescing stock, puppies, whelping/nursing bitches and neonates and infectious cases providing animal husbandry.	50%

2	Monitor and maintain the mental & physical wellbeing of dogs within the kennel environment, to ensure all dogs are fit & healthy, to allow them to progress as future guide dogs/breeding stock. Identify potential issues and refer these upwards as appropriate.	20%
3	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.	20%
4	To support trainees and volunteers working within the kennel environment whilst carrying out daily husbandry of dogs to ensure consistency of standards.	10%
5	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs.	10%
6	Operates as a team member working with managers, supervisors and colleagues, by providing practical skills to fulfil the delivery of a dog care and welfare service. Maintain professional working relationships with other technical staff, other departments and external contacts (centre vet, specialists, volunteers, boarders) as required.	10%
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	10%
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).	5%

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality

standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

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

- 1 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs
3. Is committed to quality and service
4. Understands how Guide Dogs operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate	N/A

	effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling	
Previous relevant 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
Knowledge	Understanding of animal care and behaviour	Basic computer skills
Qualifications / Training	5 GCSEs at Grade C or above to include English, Maths and Science or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role	NVQ Animal Care qualification
Special requirements (such as travel /overnight stays)	Able to work unsocial hours including evenings, weekends and bank holidays	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.	
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The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs at all times and be a fundraiser.

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

GRADE OF POST: 2

DATE OF EVALUATION: 20th June 2011

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 Permanent -Part Time
Closing Date 11/11/2019
Date Posted 04/11/2019
Reference 0000034719
Location Atherton
Region North West

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

Budgetary Responsibility in Pounds (if applicable):
None

Financial Targets (if applicable):
None
Matrix Reporting Lines To (if applicable):
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).
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All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

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

1. Open
2. Passionate
3. Innovative

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs
3. Is committed to quality and service
4. Understands how Guide Dogs operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

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

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

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

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GRADE OF POST: 2

DATE OF EVALUATION: 31/05/2019

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