



INTERNAL JOB VACANCIES

8th November 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	
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
Individual Giving Product Manager	Central Office	24/11/2019	External
Telefundraising Executive	Central Office	17/11/2019	External
ECommerce Executive	Central Office	12/11/2019	External
Diversity & Inclusion Manager	Central Office	13/11/2019	External
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
Resourcing Advisor	Central Office	12/11/2019	Internal
Qualified Habilitation Specialist	London	01/12/2019	External

Habilitation & Implementation Lead	Home Based	21/11/2019	Internal
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[For further details \(including how to apply\) for all external vacancies, please see our jobs board by clicking anywhere on this sentence.](#)

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: 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.

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

GRADE OF POST: 2

DATE OF EVALUATION: 31/05/2019

Job Description: Resourcing Advisor

Vacancy Resourcing Advisor
Salary GBP £21,042 to £22,281 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 12/11/2019
Date Posted 05/11/2019
Reference 0000034743
Location Central Office
Region South East

Job Title: Resourcing Advisor

Directorate: People & Performance
Reports To: Resourcing Manager
Matrix Reporting To: None
Disclosure Check Level: None
Date created/last reviewed: 20/08/2019

Overall Role Purpose

To provide, specialist support to the Resourcing Manager. Support the business to achieve its strategic and operational targets by providing a business focussed, resourcing service to managers which supports the Organisational, Directorate and Team Strategy, collaborating closely with other teams across the business to deliver a coordinated people service.

Key Responsibilities

- **Resourcing Support**

Supporting Strategic Change and Operational effectiveness as directed by the Resourcing Manager- Understand the organisation's overall strategic goals, People Strategy and business objectives and support managers to achieve these through providing a co-ordinated approach to resourcing, including working in close collaboration with other functions within the People Services Department.

Coordinate and support managers with recruitment campaigns

Respond to recruitment enquiries, internal and external

Oversee job vacancies internally and externally, including writing job adverts and social media posts

Manage Preferred Suppliers List of recruitment agencies

Promote Guide Dogs employer brand
Maintain recruitment filing in accordance with Data Protection Act 1998
Deliver exceptional internal and external customer service.

- **E-Recruitment**

Oversee E-Recruitment system administration
Make continuous improvements to the system
Oversee the testing and implementation of system upgrades
System maintenance and problem solving
Manage resourcing reporting and analysis

- **Diversity :**

Work with the Diversity and Inclusion Manager and line managers to improve the reach of diverse candidates for vacancies and increase the number of diverse employees recruited. Co-ordinate and maintain records for Access to Work arrangements and support the Resourcing Manager to manage Access to work relationships and provide support for candidates, as needed.

- **Licence to Recruit and Training:**

Support the Resourcing Manager in developing, communicating and training/coaching line managers in resourcing processes
Maintain recruitment training materials to ensure they are up to date and complies with legislation and organisational policies and procedures and values

Provide training and upskilling for the wider people services team, as required.

- **Procedure and Process:**

Maintain the resourcing procedures and guidance documents
Maintain Careers pages of the Guide Dogs Website and Intranet
Establish and maintain a written manual for the resourcing procedures

- **Specific Projects: -**

Undertake specific resourcing related projects as delegated by the Resourcing Consultant to deliver to timescale, quality and budget requirements. Represent Resourcing as required on Guide Dogs' internal projects.

- **Employer Brand: –**

Ensure Employer Brand represented through the Guide Dogs website, job adverts and any recruitment materials directly provided

by the HR team – reflects and represents the organisation’s desired positioning and attracts a diverse pool of capable candidates.

- **Reporting and metrics: -**
To support the HR Manager – Recruitment in the development, maintenance and production of recruitment KPIs and other appropriate metrics as required or requested. To regularly review recruitment metrics and use this analysis to monitor the effectiveness of the recruitment process, as well as inform continuous improvements.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:	None
Number of Indirect Reports:	None
Number of Volunteers Supervised:	None

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 standard Maths and English
Required Level of Education:	GCSE
Why is this required?	Ability to work with attention to detail, to work across audiences and use Microsoft packages

Job-Related Experience

Proven experience of working within a recruitment agency or in-house recruitment role

Demonstrable experience of working in a varied role involving extensive customer/client contact to achieve effective outcomes

Experienced with social media channels either on a personal or work level

Proven experience of sourcing candidates or networking via social media channels

Demonstrable experience of an online recruitment candidate management system

Proven experience of pre-employment checks, including right to work

Demonstrable track record of achievement related to Diversity and training delivery

Other Job-Related Skills/Background

Demonstrable and current knowledge of recruitment best practice and legislation pertaining to recruitment

Working knowledge of social media channels either on a personal or work level

Demonstrable and current working knowledge of the Data Protection Act

Demonstrable knowledge of Access to Work

Skills and Competencies

Essential

Demonstrable excellent communication skills and the ability to building strong relationships. Proven ability to prioritise effectively under pressure and multi task including strong organisation skills. Demonstrable

excellent customer service skills. IT literate and proficient in the use of Microsoft Office. Proven ability to make informed decisions and justify rationale.

Desirable

None

Mobility Factors

Possible travel within the UK, including occasional overnight stays

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: Habilitation & Implementation Lead

Vacancy Habilitation & Implementation Lead
Salary GBP £34,688 to £36,729 per annum
Job Type Grade 5
Category Permanent- Full Time
Closing Date 21/11/2019
Date Posted 07/11/2019
Reference 0000034786
Location Home Based
Region Homebased

General Information

Job Title:
National Habilitation and Implementation Lead

Team:
CYP SISS

Department:
Skills and Support services

Directorate:
Operations

Job Location:
Home Based (geographical)

Reports To:
Head of Children and Young People's Services

Number of Direct Reports:
0

Number of Volunteer Reports:
0

Budgetary Responsibility in Pounds:
0

Financial Targets:
N/A

Matrix Reporting Lines To:
Key relationships: Programme Manager SISS, RHO, Regional Head of SISS, Operational Managers SISS, Service Development Leads SISS, Customer Experience Leads SISS, Portfolio lead for CYP, QHS

Level of Disclosure Check Required and Related Workforce:
Enhanced DBS

Overall Purpose

To provide subject matter expertise to the 0-4 Early Years Project throughout its duration and act as a change agent. To work alongside the Service Development Lead to support any new habilitation service in development. To lead on implementation when directly related to habilitation practice such as, planning delivery, developing skills and setting standards. To work closely with the Head of Service, Programme Manager for SISS and HoSISS.

To proactively work with the Head of CYP to identify new products and services for Children and Young People with a vision impairment and their families and to inform work of the Service Development Lead and Customer Experience Lead for service improvement.

To take a professional lead for habilitation services identifying areas for improvement and standardisation. Lead on standardisation of processes working collaboratively with Operational Managers and HoSISS.

Represent the professional views for habilitation with responsibility for the development and improvement for the delivery section of the customer journey as Process Owner. To proactively develop a professional network internally and support the development of a Community of Practice to share learning.

Key Accountabilities of the Role

	Key Accountability
1	<u>Habilitation Implementation Lead for Projects and Service Improvement:</u>

	<p>Provide subject matter expertise to inform service delivery in the development and implementation of new or improved services. Work with the Head of Service, Service Development Lead and Customer Experience Lead to identify areas of work that require development based on the current organisational strategy, service development plans and customer needs.</p> <p>When new projects are identified such as the 0-4 Early Years Strategy, work seamlessly with the Programme Management Team to ensure plans and actions align and project governance is adhered to.</p> <p>When implementing projects, lead on the development of operational standards for habilitation.</p> <p>Develop and own a skill matrix to support the 0-4 Early Years Strategy for QHS, develop training programmes and deliver training where required.</p> <p>Work with the Service Development Lead on new service developments for habilitation, creating a productive working relationship with community teams to support collaborative working.</p> <p>Act as Subject Matter Expert to support the development of detailed implementation plans based on current insight evaluation work.</p> <p>Contribute to scoping of projects and work with habilitation teams on development of pilots or early implementation.</p> <p>Develop the role of process owner for delivery element of the customer journey, working closely with the community teams to ensure ownership of improvements.</p> <p>Develop skills and knowledge to support Habilitation Specialists as a key user for GDIR.</p>
2	<p><u>Professional Leadership:</u> Provide professional advice to the central team in area of expertise and contribute professional views into service development and service improvement as appropriate</p>

	Develop a professional network to support ongoing learning such as communities of practice.
3.	<u>Operational Standards:</u> Work with the Head of CYP and HoSISS to identify areas for improvement and lead on the development and review of operational standards for habilitation. Lead on standardisation of habilitation services for GDs recognising any differences that arise through statutory requirements across the four nations.
4	<u>Training:</u> Lead on the development of training plans working with Learning and Development and Technical training to support the continued development of the staff involved to ensure successful new services, processes and standards are adhered to within the Habilitation Teams. Deliver training programmes in area of specialism where appropriate.
5.	<u>Maintaining Professional knowledge:</u> Provide evidence of maintaining a level of professional knowledge of habilitation to ensure a high level of subject matter expertise is maintained.
6	<u>Personal Development:</u> 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

Professional Leader

1. Conducts themselves in a manner appropriate to a professional role
2. Communicates effectively in different situations and at different levels
3. Knowledgeable and credible in area of expertise
4. Promotes professional development and leads by example
5. Works collaboratively, acting as SME but encouraging contributions from professionals to support innovation
6. Demonstrates professional expertise and Makes a contribution outside of their immediate team
7. Understands and applies policies and procedures appropriately

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section C above	
Job specific skills	<p>Demonstrates proven ability to influence others.</p> <p>Ability to communicate clearly and diplomatically at different levels, both orally and in writing.</p> <p>Positive team player, flexible, thorough, uses initiative, able to work effectively under pressure and self-motivated with effective time management skills.</p>	<p>Able to work flexibly as part of a team and on own initiative.</p> <p>Understands and demonstrates use of Service Design methodologies.</p> <p>The ability to plan and manage project-based work.</p> <p>Effective Partnership working.</p>

	<p>Established relationship building skills. Demonstrates excellent communication and interpersonal skills.</p> <p>Can provide evidence of a proactive approach to problem solving.</p> <p>Ability to define outcome measures for new services and develop evidence base.</p> <p>Work innovatively and create an open working environment to encourage development.</p> <p>Working in collaboration to develop and improve services.</p>	
Previous relevant experience	<p>Significant, recent experience of working within a Habilitation Service.</p> <p>Experience of service improvement or development, leading to improved outcomes.</p> <p>Experience of professional leadership, developing professional standards.</p> <p>Able to demonstrate professional networking, leading to improvement of services for CYP.</p>	<p>Experience in the charity sector.</p> <p>Experience of working with volunteers and / or working in a voluntary sector organisation.</p> <p>Established or led professional networks</p> <p>Experience of Train the Trainer.</p> <p>Experience of lived experience of VI.</p>

Knowledge	<p>Significant working knowledge of Habilitation Services.</p> <p>An understanding of the Habilitation Quality Standards.</p> <p>Knowledge of the early years offer across disciplines and organisations.</p> <p>Extensive experience of working with CYP with vision impairment and complex needs.</p> <p>Solid understanding of the statutory sector for CYP services.</p>	<p>Experience of partnership working across the sectors.</p> <p>Evidence of high Level of IT Literacy.</p>
Qualifications / Training	<p>Willingness to undertake appropriate CPD training as required.</p>	<p>Qualified Habilitation Specialist.</p> <p>Educated to degree level or equivalent knowledge through work experience.</p> <p>Delivery of Training.</p>
Special requirements	<p>Regular travel to community teams and meetings with overnight stays.</p>	
Dog friendly	<p>Comfortable with dogs in the workplace/ office.</p>	
Eligibility to work in UK	<p>Proof of identity and eligibility to work in the UK</p>	
Volunteering	<p>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</p>	<p>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.</p>

	but will require all staff to play a supporting role.	
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

GRADE OF POST: 5

DATE OF EVALUATION: 05/11/2019

****End of document**