



# INTERNAL JOB VACANCIES

1st October 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

<b>Role</b>	<b>Location</b>	<b>Closing date</b>	
Volunteering Coordinator	Glasgow	02/10/2019	External
Access Assistant	London	02/10/2019	External
Habilitation Specialist	London	20/10/2019	External
Operations Support Coordinator	National Breeding Centre	06/10/2019	External
Operations Support Coordinator	Birmingham	06/10/2019	External
Orientation and Mobility Specialist	Liverpool	20/10/2019	External
Dog Care & Welfare Technician	Hull	03/10/2019	External
Dog Care & Welfare Technician	Sheffield	03/10/2019	External
Dog Care & Welfare Technician	Reading	07/10/2019	External
Individual Giving Manager	Central Office	01/10/2019	External
HR Coordinator	Central Office	01/10/2019	External
Guide Dog Mobility Instructor	Cardiff	02/10/2019	Internal
Chief Data Officer	Central Office	02/10/2019	External
Dog Care & Welfare Assistant	National Breeding Centre	02/10/2019	External
Engagement Officer	Midlands	09/10/2019	External
Dog Care & Welfare Technician	National Breeding Centre	03/10/2019	Internal
ECommerce & Retail Executive	Central Office	08/10/2019	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: Guide Dog Mobility Instructor**

**Vacancy** Guide Dog Mobility Instructor  
**Salary** GBP £27,472 to £29,091 per annum  
**Job Type** Grade 4  
**Category** Permanent- Full Time  
**Closing Date** 02/10/2019  
**Date Posted** 18/09/2019  
**Reference** 0000033687  
**Location** Cardiff  
**Region** Wales

### **Job Title: Guide Dog Mobility Instructor**

Directorate: Operations  
Reports To: Service Delivery Manager  
Matrix Reporting To: None  
Disclosure Check Level: Enhanced  
Date created/last reviewed: 09/05/2018

## **Overall Role Purpose**

Deliver a specialist mobility service that enables people with sight loss to get out and about through their partnership with a guide dog. Supervise or deliver the training of dogs to be safe and efficient guides. Provide specialist assessment to service users to determine their compatibility for guide dog mobility and determine the most suitable type of dog as a potential partner. Where guide dog partnership is not the appropriate solution, to sign post to other services. Support both dog and client in existing and new partnerships by development to and through the matching process. Give provision of appropriate training through a staged mobility plan tailored to meet personal needs and aspirations in relation to guide dog mobility. Deliver and maintain an aftercare service for the duration of the working life of the partnership. Have a technical understanding of the needs of service users in relation to services available from Guide Dogs. The Guide Dog Mobility Instructors role is central to the delivery of the core Guide Dog service and represents the key professional on whom customers of the guide dog service depend

## Key Responsibilities

- **Dog training** - Train dogs according to national and international standards as well as according to specific individual service user requirements. Apply knowledge of the functional impact of sight loss and any other disabilities or health conditions in order to ensure dogs are able to perform their guiding role within the required variety of circumstances. Assess and review the dogs temperament and behaviour to ensure dogs are able to perform their guiding role. Develop detailed knowledge of each dogs capabilities in order to allow accurate matching to potential service users. Produce comprehensive reports to enable quality control and use professional judgement to make recommendations on each dog's progression.

### **Matching of guide dog and owner partnerships -**

- Ensure that dogs are suitably matched to service users. Use detailed knowledge of each dog's qualities and recognise how these are likely to compliment the needs and lifestyle of service users. Analyse and assess any risks attached to the guide dog and whether these risks can be safely and appropriately balanced by the skills or capability of the intended service user. Ensure service users are provided with all necessary information to make informed decision regarding a future partnership
- **Creating and Supporting Partnerships** – Plan, supervise or directly deliver training courses for service users and other key individuals which contribute to the success of the partnerships. Apply theoretical and practical knowledge of teaching and learning of adults and at times people with additional needs, including the instruction of children and young people. Use skills and experience to develop both service user and the matched dog to jointly create and maintain effective partnership and a good quality of life for the guide dog. Provide aftercare services to guide dog and owner partnerships that supports efficient mobility, dog welfare and maximises the effective working life of the partnership and its end.
- **Service User Assessment** - Assess the orientation, mobility and any functional vision of service users. Determine the mobility potential of service users and decide upon the appropriate service offer through a thorough assessment process. Produce professional specialist reports to indicate decision as to the most appropriate mobility outcome or matching need. Ensure reports accurately describe the needs and capabilities of service users so that the most appropriate dog can be selected and prepared to meet the assessed needs.

- **Mentoring and Supervision -**  
Provide supervision, coaching or mentoring of other staff involved in the creation of guide dog and owner partnerships.  
Maintain supervision of created partnerships to ensure ongoing success.  
Train and support volunteers involved with supporting the guide dog service on an ongoing basis. Support and advise other key individuals who have influence in the ongoing freedom and independence of our service users.
- **Collaborative working**  
Support the wider mobility team and organisation by acting as a positive ambassador
- **Data Capture** - Maintains accurate and timely client and dog records on the appropriate IS system, in line with national standards ensuring Data Protection and GDPR compliance.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports:	None
Number of Indirect Reports:	None
Number of Volunteers Supervised:	May be responsible for managing, maintaining daily communication and regular training inputs for groups of volunteer boarders - between 4 and 15

### **Financial Accountability**

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

## **Application of this Job Profile**

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

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

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

## **Person Specification**

### **Knowledge / Education / Previous Experience Required**

#### **Educational Background**

Area of Specialisation: Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.

Required Level of Education: Five GCSE/'O' levels, or equivalent, to include Mathematics and English. A-levels or equivalent. GDMI qualification recognised under the International Guide Dogs Federation. Desirable - Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent.

Why is this required? -

#### **Job-Related Experience**

Experience of social work/ rehabilitation/ teaching or coaching of adults, children or young people.

Experience of working for a recognised organisation under the International Guide Dogs Federation

Desirable - Experience of working or training of dogs or other animals especially within a therapeutic capacity (e.g. animal assisted interventions). Experience of working with people with disabilities

#### **Other Job-Related Skills/Background**

A sound knowledge of all aspects of the GDMI role is required in order to perform effectively and this includes understanding of: the structure and activities of the Association, dog training theory basic and advanced, Dog law, relevant medical conditions



## **Skills and Competencies**

### **Essential**

Strong interpersonal skills and excellent communications abilities that inspire, motivate and deliver excellent support to a diverse range of people.

### **Desirable**

*The minimum period required to attain proficiency is 37 months*

## **Mobility Factors**

Must be prepared and able to undertake some overnight stays away from home where required for customer training or support. Able to demonstrate ability to meet the physical demands of the role

# 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 pro rata per annum  
**Job Type** Grade 3  
**Category** Secondment- Part Time  
**Closing Date** 03/10/2019  
**Date Posted** 24/09/2019  
**Reference** 0000033812  
**Location** National Breeding Centre  
**Region** West Midlands

## General Information

Job Title:
Dog Care Technician
Team:
Dog Care & Welfare Team
Department:
Canine/Mobility Services
Directorate:
Mobility Services
Job Location:
National Breeding Centre
Reports To:
Dog Care Supervisor
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

Responsible for ensuring the mental and physical welfare and specialist care of all dogs, within the kennel environment at, a Guide Dog Training School. To carry out the supervision and decision making regarding the daily husbandry of up to 70 dogs/puppies to ensure their welfare needs are met and any potential issues are quickly identified and resolved. To ensure national dog care working practices and standard operating procedures are applied when providing animal husbandry and supervising the work of others providing this service.

## Key Accountabilities of the Role

	<b>Key Accountability</b>
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1	Monitor and maintain the mental & physical wellbeing of dogs within the kennel environment, to ensure all dogs welfare needs are met and taking appropriate actions to ensure the dog's progress and potential as a future guide dog/breeding stock is met. This will include the provision of specialist health care such as convalescing stock, puppies, whelping/nursing bitches and neonates and infectious cases
2	Responsible for training & education of specific behavioural responses within the kennel environment, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits.
3	To monitor and mentor, providing expert knowledge and training for Dog Care Assistants, trainees and volunteers whilst carrying dog husbandry to ensure consistency and application of required national standards.
4	Undertake evening duties being responsible for the direct supervision of Dog Care Assistants carrying out the care of up to 150 dogs, taking responsibility for activities carried out in the kennel environment. Whilst undertaking evening duties will be senior person on site taking responsibility to flag any issues to on call duty manager.
5	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs.
6	Operates as a team member working with managers, supervisors and colleagues, by providing technical support and 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.
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 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

## Competencies

Staff Members

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

## Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling	Demonstrate experience of ability to coach/train colleagues
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	Candidates need to demonstrate one of the following: 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences. C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking Supervisor or DipHE in Rehabilitation Studies. Appropriate Access to Higher Education Course 'Certificate of Achievement'. NVQ Level 3 in an area of biological or social sciences. 4 'A/S' Levels, one of which must be in an area of biological or social sciences. Mature students (21 years of age and older) working in animal management/ behaviour or social care industries and without evidence of the	

	above qualifications, will be required to demonstrate an ability to study at FdSc level, meet the competencies required for the role and pass the assessment process.	
Special requirements (such as travel /overnight stays)	Able to work unsocial hours including evenings, weekends and bank holidays	
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: 1<sup>st</sup> November 2015**

**\*\* End of document**