



INTERNAL JOB VACANCIES

4th February 2020

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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	London	16/02/2020	External
Qualified Habilitation Specialist	London	16/02/2020	External
Head of Canine Assisted Services	Redbridge	11/02/2020	External
Operations Support Coordinator	Birmingham	11/02/2020	External
Operations Support Coordinator	Nottingham	11/02/2020	External
Operations Support Coordinator	Leamington	11/02/2020	External
Orientation & Mobility Specialist	St Albans	16/02/2020	External
Head of Events	Central Office	22/02/2020	External
Dog Care & Welfare Manager	Forfar	13-Feb-2020	External
Accounts Payable Manager	Central Office	16-Feb-2020	External
Financial Controller	Central Office	16/02/2020	External
My Guide Volunteer Manager	Bristol	17/02/2020	External
Rehoming Officer	Bristol	17/02/2020	External
Diversity & Inclusion Manager	Central Office	25-Feb-2020	External
Digital Producer	Central Office	27-Feb-2020	External
Events Acquisition & Retention Coordinator	Central Office	20-Feb-2020	External
Dog Care and Welfare Assistant	National Breeding Centre	21-Feb-2020	External
Habilitation Specialist	Manchester	28-Feb-2020	External

Children and Young People's Advice Line Support Coordinator	Birmingham	23-Feb-2020	External
Central Services Support Coordinator	Birmingham	23-Feb-2020	External
Operations Support Coordinator	Newcastle	23-Feb-2020	External
Operations Support Coordinator	Hull	23-Feb-2020	External
Access Assistant (home start/Warrington)	Home Start (Nominated Office)	24-Feb-2020	External
Head of Internal and External Communications	London	28-Feb-2020	External
Senior Communications Manager	Central Office	28-Feb-2020	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: 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 06/02/2020
Date Posted 30/01/2020
Reference 0000036548
Location Liverpool
Region North West

General Information

Job Title:
Dog Care Technician (Mobility Team)

Team:
Mobility Team

Department:
Mobility Team

Directorate:
Mobility Services

Job Location:
Mobility Team

Reports To: (Job Title)
Service Delivery Manager

Number of Direct Reports:
Up to 3
Number of Volunteer Reports:
Up to 10
Budgetary Responsibility in Pounds (if applicable):
N/A
Financial Targets (if applicable):
None
Matrix Reporting Lines To (if applicable):
Dog Care & Welfare Advisor
Level of Disclosure Check Required and Related Workforce (if applicable):
Enhanced – Child and Adult without Barred Status

Overall Purpose

Provide for the mental and physical welfare and specialist technical care of all dogs whilst housed in day care accommodation at a Mobility Team through supervision of a team of technical staff. To provide day to day supervision and decision making on the daily husbandry of up to 40 dogs at the mobility team ensuring adherence to national dog care working practices and Mobility Service Standards, escalating any health issues to the Dog Care & Welfare Advisor. As required, support the care and welfare of all dogs attached to the mobility team as directed by the Dog Care and Welfare Advisor.

Key Accountabilities of the Role

	Key Accountability
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1.	Responsible for supervising a small team of staff and volunteers carrying out day to day husbandry of dogs housed within the mobility Team site. To actively role model and reinforce required behaviours whilst leading, enthusing and managing the team to ensure the service is delivered to nationally agreed standards. Responsible for the deployment of the local dog care team to ensure duties are covered by managing and coordinating rotas, problem solving where required and escalating issues to the line manager and dog care advisor for technical issues where necessary.
2.	Monitor and maintain the mental and physical wellbeing of up to 35 - 40 dogs housed within the Mobility Team site by carrying out animal husbandry routines and providing environmental enrichment, ensuring application of agreed national dog care working practices and Mobility Service Standards. Animal husbandry for all dogs to include 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.
3.	Responsible for maintaining dogs 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. To support the implementation and development of a spending routine in conjunction with the training staff for each dog and to report any issues to the trainer.
4.	In conjunction with 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.

5.	To support, tutor and supervise staff, trainees and volunteers, volunteers whilst carrying out daily husbandry of dogs to ensure consistency of standards. Deliver dog care and welfare specific training and development of staff as required.
6.	Undertake early morning and evening duties outside of normal working hours as per rota requirements. Primary focus is to receive/release dogs from/to volunteers, ensure that the dogs remain settled within the office environment, and to provide routine and non-routine communication to volunteers. As required manage the security of the building whilst undertaking early morning and/or evening out of hours duties, locking up and setting the alarm and escalating any issues to the on call duty manager. Adhere to the on-site lone worker policy. This role may sometimes require working out of the stated hours due to unforeseen circumstances.
7.	Under direction of the 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.
8.	Co-ordinate the placement of dogs with volunteer boarders. To support with the interviewing, co-ordination and development of volunteer boarders and other Dog Care Volunteers.
9.	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs. Communicate effectively with volunteers and other Mobility Team staff regarding all matters relating to the dogs in their care.

10.	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.
11.	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
12.	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

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	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.	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. Experience of supervising a small to medium size team

		demonstrating successful delivery of an outcome
Knowledge	Understanding of animal care and behaviour Basic computer skills using basic word and outlook	
Qualifications / Training	Trainee Dog Care Technician 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 Qualified Dog Care Technician candidates need to demonstrate Guide Dog – Dog Care Level 3 qualification or relevant Guide Dogs internal qualifications such as Dog Care Assistant or Dog Care Practitioner qualifications.	Animal Welfare qualification
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	
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: 28 February 2017

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 06/02/2020
Date Posted 30/01/2020
Reference 0000036550
Location Forfar
Region Scotland

General Information

Job Title:
Dog Care and Welfare Technician

Team:
Dog Care & Welfare Team

Department:
Mobility Services Region 2

Directorate:
Mobility Services

Job Location:
Guide Dog Training School

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 the National Breeding Centre. 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

	Key Accountability	% of time
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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	50%
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.	20%
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.	30%
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.	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 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.	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 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. Appr Guide Dog's is a learning organisation and we are committed to fostering a	N/A

	positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).	
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.	

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: 20th June 2011

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