



INTERNAL JOB VACANCIES

13th December 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	
Recruitment Manager for Volunteers	London	05/01/2019	External
ECommerce Executive	Central Office	13/12/2019	External
Procurement Assistant / Junior Buyer	Central Office	15/12/2019	External
Financial Reporting Accountant	Central Office	05/01/2020	External
Orientation & Mobility Specialist	Home Based (Geographical Area)	22/12/2019	External
Dog Care & Welfare Assistant	National Breeding Centre	15/12/2019	External
Dog Care & Welfare Assistant	National Breeding Centre	15/12/2019	External
Genomics Research Associate	National Breeding Centre	27/12/2019	External
Senior Puppy Training Supervisor	Leamington	22/12/2019	External
Trainee Puppy Training Supervisor	Leamington	22/12/2019	External
ECommerce Executive	Central Office	13/12/2019	External
Habilitation Specialist	Shrewsbury	05/01/2020	External
Training & Behaviour Advisor	Exeter	05/01/2020	External
Training & Behaviour Advisor	Bristol	05/01/2020	External
HR Coordinator	Central Office	16/12/2019	Internal
HR Administrator	Central Office	19/12/2019	External
Trainee Orientation & Mobility Specialist	Hull	07/01/2020	External
Trainee Orientation & Mobility Specialist	Coventry	07/01/2020	External
Trainee Orientation & Mobility Specialist	Reading	07/01/2020	External

Trainee Orientation & Mobility Specialist	Southampton	07/01/2020	External
Trainee Orientation & Mobility Specialist	Maidstone	07/01/2020	External
Access Assistant	Nottingham	15/01/2020	External
Digital Delivery Manager	Central Office	29/12/2019	External
IGDF Office Manager	Central Office	29/12/2019	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: HR Coordinator

Vacancy	HR Coordinator
Salary	GBP £21,568 to £22,838 per annum
Job Type	Grade 3
Category	Permanent- Full Time
Closing Date	17/12/2019
Date Posted	10/12/2019
Reference	0000035467
Location	Central Office
Region	South East

Overall Role Purpose

Act as the first line of contact to all customers providing exceptional customer service and resolving HR queries in a timely and effective manner, in line with Service Level Agreements.

Administer the end to end employee lifecycle transactions and ensure adherence to HR policies and processes.

Utilise HR technology to facilitate customer service and maintain the data integrity.

Act as an ambassador for continuous improvement, continually identifying ways to enhance the customer experience and HR policies and processes.

Key Responsibilities

Act as first point of contact for all customers whether internal or external via telephone and email and respond to their queries in line with Service Level Agreements.

Maintain TopDesk call management system, ensuring that all calls and queries are logged and the appropriate audit trails are available. Data integrity must be high taking into consideration subject of queries and Service Level Agreements.

Determine need to escalate queries as necessary to subject matter expert and do so via TopDesk call management system, ensuring that the system reflects the nature of the query to ensure a high level of customer satisfaction.

Provide guidance support to managers and administer HR processes, including onboarding, disclosure renewals, contracts of employment, contractual changes, and leavers to ensure adherence with current employment legislation.

Ensure HR system in relation to the above is maintained with accurate and timely data.

Raise issues as appropriate and contribute to ongoing process development and improvement of HR Service Desk.

Ensure that a systematic and accurate electronic filing system and record keeping procedure is followed

Liaise with Payroll to ensure starters, leavers and contractual changes are actioned in time for payroll deadlines.

Act as system expert to provide advice and training to our customers and People Services Team on self-service (MyHR) and intranet.

Management and action of monthly reporting

Work in collaboration with and provide project support to the HR Manager and wider HR team as and when required.

People Accountability

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

Financial Responsibility

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

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, with good grammar and written English. To work across audiences and use Microsoft packages.

Job-Related Experience

Proven experience of working within an HR function

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

Demonstrable experience of working with a database

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

Other Job-Related Skills/Background

Demonstrable and current knowledge of HR best practice and processes.

Demonstrable and current working knowledge of the Data Protection Act.

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 - Certificate in Personnel Practice Level 3 or equivalent experience, Demonstrable working knowledge of an HR System

Mobility Factors

Possible travel within the UK, including occasional overnight stays

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