



INTERNAL JOB VACANCIES

14th December 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	Bristol	16/12/2020	External
Orientation and Mobility Specialist (Rehabilitation Officer Visual Impairment)	Home Start (Nominated Office)	03/01/2021	External
Senior Facilities Coordinator	Bristol	07/01/2021	Internal
Dog Care and Welfare Assistant	National Breeding Centre	14/12/20	External
Finance & Governance Assistant	Burghfield Common - Central Office	04/01/2021	External
National Events Delivery Manager	Home Based	15/12/2020	External
Procurement Business Partner - Fundraising and Marketing	Home Based (Nominated Office)	15/12/2020	External
Dog Health & Wellbeing Specialist	Hull	14/12/2020	Internal
Regional Marketing and Communications Manager	North East	14/12/2020	Internal
Services Marketing Officer	Scotland	15/12/2020	Internal
Qualified Habilitation Specialist	South East	10/01/2021	External
Qualified Habilitation Specialist	Reading	10/01/2021	External
Operations Volunteering Officer	South West & Wales	31/12/20	External
Driver/ Support Worker	Midlands	05/01/2021	External
Dog Wellbeing Technician	Forfar	23/12/2020	Internal

Regional Head of Operations - Scotland and Northern Ireland	Forfar	03/01/2021	External
Volunteering Coordinator	Bristol	16/12/2020	Internal
Regional Head of Operations - South West	South West	03/01/2021	External
Senior Telefundraising Executive	Burghfield Common - Central Office	24/12/2020	Internal
Operations Support Coordinator	Reading	31/12/2020	Internal
Dog Wellbeing Technician	Forfar	27/12/2020	Internal
Rehoming Officer	Bristol	27/12/2020	Internal
Digital Information, Advice and Guidance Delivery Manager	Central Office	3/1/2021	External
Canine Assisted Partnership Specialist	Bristol	4/1/2021	External
Volunteering Coordinator	Reading	3/1/2021	External
Operations Volunteering Officer	Scotland and NI	3/1/2021	External
Dog Health & Wellbeing Operations Manager	Scotland	28/12/20	External
Volunteering Coordinator	Bristol	16/12/20	Internal
Volunteering Coordinator	Glasgow	6/1/2021	External
Training & Behaviour Advisor	Newcastle	3/1/2021	Internal
Legacy Case Officer	Central Office	21/12/2020	Internal
Video Producer-Brand	Central Office	20/12/2020	Internal
Technology Business Partner	Central Office	8/1/2021	Internal

[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: Volunteering Coordinator

Vacancy	Volunteering Coordinator
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	16/12/2020
Date Posted	25/11/2020
Reference	0000037766
Location	Bristol
Region	England

Job Profile

Job Title: Volunteering Coordinator

Directorate: People & Performance

Reports To: Regional Volunteering Advisor

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 30/05/2019

Overall Role Purpose

The Volunteering Coordinator helps people with sight loss to live the life they choose by attracting and onboarding sufficient volunteers to support and grow our services and income and helping volunteer key contacts and managers to deliver a positive volunteer experience and to retain experienced volunteers.

Key Responsibilities

- You will work closely with local teams to coordinate the development and delivery of local volunteer recruitment plans, ensuring sufficient number and quality of volunteering applications are received to meet the needs of the organisation.
- You will work in partnership with local volunteer managers to coordinate the recruitment of volunteers, through providing hands on support at agreed stages of the recruitment journey.

- You will support local operational teams to deliver agreed volunteering diversity plans.
- You will work with local colleagues to identify and coordinate training needs for volunteers, supporting in the planning and delivery of agreed training programmes as appropriate.
- You will coordinate and co-deliver with local colleagues face-to-face induction sessions for new volunteers.
- You will work collaboratively with staff and Lead Volunteers in the effective delivery of support and supervision of volunteers, including through advising on adherence to relevant policies and procedures.
- You will be responsible for recruiting, inducting, training and managing an appropriate number of volunteers directly relevant to your role and where relevant cross functionally, to provide support to the local team.
- You will coordinate the process for local teams to optimise engagement in local and national volunteer recognition programmes.
- You will work with local colleagues to co-produce and deliver new volunteering approaches and products, in line with organisational need and informed by external good practice and internal feedback.
- You will liaise closely with the Regional Volunteering Advisor to use data and insight to develop and implement plans that maintain best practice and foster an ethos of continuous improvement to the local volunteering experience.
- You will work with local teams to coordinate and deliver volunteering programmes that are within the volunteering framework, ensuring a consistent and standardised approach where appropriate.
- You will actively support local volunteer managers to fulfil their responsibilities for data management in relation to volunteering.
- You will be responsible for data management where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 4

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 to 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.

Person Specification

Education/Qualifications

Essential

- Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA).

Desirable

- Knowledge of Volunteering pathways. Relevant qualification in volunteer management or equivalent.
- Relevant qualification in training/learning and development.

Job-Related Experience

Essential

- Proven experience of leading and managing volunteers
- Demonstrable experience of developing, implementing and reviewing new working practices within a team
- Proven experience of using a Customer Relationship Management (CRM) system
- Proven experience of supporting, guiding and advising others to effectively manage volunteers
- Experience of creating an inclusive work environment for people with a disability

Knowledge

Essential

- Demonstrable and up to date knowledge of good practice and the legislative and regulatory framework for volunteering
- Demonstrable and up to date knowledge of good practice in equality, diversity and inclusion and implications for volunteering
- Demonstrable and up to date knowledge of data protection and implications for volunteer management

Skills and Competencies

Essential

- Organised, efficient and with strong attention to detail.

- Proven ability to manage multiple projects/clients, maintaining excellent customer service.
- Proven ability to effectively support, guide and advise others.
- Proven ability to plan and implement projects and programmes of work.
- Demonstrable experience of leadership and management of volunteers.
- Computer literate with an intermediate knowledge of Microsoft Office packages

Desirable

- Demonstrable coaching and mentoring skills.
- Demonstrable negotiating and influencing skills.
- Demonstrable training and facilitation skills
- Proven experience of working in volunteer management in a large or geographically dispersed organisation

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of

course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Senior Facilities Coordinator

Vacancy Senior Facilities Coordinator
Salary GBP £21,568 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 7/1/2021
Date Posted 25/11/2020
Reference 0000037732
Location Bristol
Region England

Job Profile

Job Title: Senior Facilities Coordinator
Directorate: Business & Finance Services
Reports To: Regional Facilities Manager
Matrix Reporting To: N/A
Disclosure Check Level: None
Date created/last reviewed: 24/11/2020

Overall Role Purpose

The Senior Facilities Coordinator helps people with sight loss to live the life they choose by overseeing the day to day management of their allocated office(s), ensuring a professional, secure and efficient working environment is consistently maintained.

Specific responsibilities include the management of Reception, meeting rooms, general housekeeping standards, facilities management oversight and workplace health & safety/business continuity coordination. Ensuring the highest level of customer service is maintained both for internal and external customers.

Key Responsibilities

- Management of external contractors and suppliers to ensure that the building is maintained according to relevant site planner and standards;
- Ensure that daily site inspections are completed to ensure that general housekeeping standards remain high, highlighting any issues with the relevant contractors, Regional Facilities Manager or senior managers on site.
- Manage the front of house operation, ensuring cover for switchboard and reception at all times;
- Induct, train and support staff and volunteers in the use of telephone, data and reception systems, ensuring sufficient information and access to records so that calls can be dealt with or re-directed appropriately; ensure deliveries are handled and processed efficiently by relevant teams.
- Undertake My Contribution meetings and set objectives for the reception staff. Manage absence and ensure that this is logged on MYHR with follow up actions where required.
- At Central Office this will include overseeing the management and coordination of the central Property Services helpdesk. Liaising with Regional Facilities Managers, Assistant Facilities Managers to maintain accurate information within the helpdesk system;
- At Central Office this will include raising associated PO's for reactive and proactive works, liaising with budget holders as needed. Liaison with outsourced suppliers as appropriate and flagging issues to Regional Facilities Manager when escalation required. Oversee a robust and user-friendly visitor management process. Ensure security procedures are followed by maintaining accurate visitor records and by ensuring agreed Health & Safety procedures are adhered to at all times;
- Regularly review processes and procedures to ensure systems are as efficient as possible, considering paperless/ contactless alternatives.
- Manage the centralised access control system liaising with other FM colleagues and OSMs to ensure that appropriate access control cards are available for the site, starters and leavers are managed effectively across all networked sites, and reporting SLA adhered to.
- Investigate faults within the security system, reporting to the FM Helpdesk when external contractors are needed.
- Contribute to induction for site staff on Health & Safety procedures.
- Ensure all necessary plans are in place to deal with fire alarms, and co-ordinate evacuation drills.

- Ensure provision of adequate first aiders and display updated lists according to agreed procedures.
- Carry out regular site walk throughs to ensure agreed standards are being met, record and action any non-compliance.
- Report any repairs/ issues to FM helpdesk and authorised contractors and be the on-site contact for contractors.
- Undertake Planned Preventative Maintenance tasks and checks as required e.g. temperature checks, fire safety checks and tests

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 2

Number of Indirect Reports: None

Number of Volunteers Supervised: 2

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 to 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.

Person Specification

Education/Qualifications

Essential

- GCSE or equivalent at least at grade C/ 4, or equivalent, in Maths & English

Desirable

- NVQ Level 2 or equivalent in Business Administration.

Job-Related Experience

Essential

- A positive role model for behaviours and a focus on meeting shared positive outcomes.
- A demonstrable ability to be flexible and adaptable.
- Thorough with attention to detail and accuracy.
- Demonstrable ability to use initiative to solve problems for a positive outcome
- Demonstrable good interpersonal skills.
- Proven ability to organise self and team.
- Proven experience of delivering in a front-line customer service environment.

Desirable

- Demonstrable up to date knowledge and understanding of Health and safety practices.

Knowledge

Essential

- Computer literate with a good knowledge of Microsoft Office packages.

Desirable

- Proven administrative experience.

Skills and Competencies

Essential

- Excellent communication and keyboard skills.
- Self-motivated.
- Proven effective time management skills.
- Demonstrable drive to deliver exceptional customer service.

Desirable

- Highly motivated towards a client/customer focussed service.
- Previous experience in a facilities or office management role.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Dog Health & Wellbeing Specialist

Vacancy Dog Health & Wellbeing Specialist
Salary GBP £27,472 to £29,091 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 14/12/2020
Date Posted 01/12/2020
Reference 0000037740
Location Hull
Region England

Job Profile

Job Title: Dog Health & Wellbeing Specialist

Directorate: Operations

Reports To: Dog Health & Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 24/09/2020

Overall Role Purpose

The Dog Wellbeing Specialist helps people with sight loss to live the life they choose by being responsible for the overall monitoring, support and advice on the health & wellbeing of all dogs within their geographical area. The role manages staff carrying out daily husbandry for dogs housed at Guide Dog sites and ensures the service operates within national practices. The role monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost-effective service is provided.

Key Responsibilities

- Responsible for the delivery of the dog wellbeing service which ensures the quality of the health, welfare, and veterinary care of Guide Dogs stock to national standards. Ensures that clinical treatment/regimes and health assessments are carried out, so that informed decisions and appropriate actions can be taken.

- Collates and interprets health information and veterinary reports which help identify major or new patterns of health issues and any impact on the national breeding programme, escalating relevant information to the Canine Services Team to manage/control and mitigate risk.
- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's wellbeing.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers both internal and external. Provide technical expertise to problem solve and resolve escalated health and wellbeing concerns. May be required to interpret or clarify technical information to aid understanding for customers.
- As part of a national rota, provide a triage response to all calls escalated from the Guide Dog Information Line (GDIL), which require technical support and advice to all customers regarding dog health and veterinary care.
- Develop and maintain professional working relationships with veterinary practices within the area to guarantee a high-quality service which is cost effective and meets the needs of the organisation.
- Ensure puppies, dogs in training and breeding stock (potential or confirmed) receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Wellbeing Operations Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Responsible for the application and compliance with policies and procedures regarding the health, safety and wellbeing of the team. Monitors risks and ensures appropriate action taken.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: up to 4, depending on location

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20, depending on location

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: authorise any expenditure up to £1,000 spend

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

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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.

Person Specification

Education/Qualifications

Essential

- One of the following: -
 - 2 'A' levels (one of which must be a biological or social science subject),
 - equivalent qualifications, or experience.

Desirable

- Vocational qualification specific to canine health and welfare to NVQ level 3 or equivalent.
- RCVS Veterinary nurse qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment and communicating with veterinary professionals. Demonstrated knowledge of animal care and behaviour.
- Supervision, teaching or mentoring of others demonstrating successful delivery of an outcome.

Desirable

- Working with volunteers.
- Working with people with a visual impairment or other disabilities.

Knowledge

Essential

- Demonstrated application of the core principles of animal care and behaviour.

Skills and Competencies

Essential

- Computer literate to provide insight data regarding our dog population.
- Comfortable using and updating databases and using online telephone systems
- Proven effective communication skills to be able to influence audience.
- Able to practically apply theoretical knowledge and translate it for audience as appropriate.
- Able to plan and prioritise own workload
- Self-motivated and able to lead by example.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful in non-routine situations.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
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users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.

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We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

Current driving license, ability to work unsocial hours including early mornings, weekends, Bank Holidays, evenings.

Job Description: Regional Marketing and Communications Manager

Vacancy	Regional Marketing and Communications Manager
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	14/12/2020
Date Posted	01/12/2020
Reference	0000037742
Location	North East
Region	North East

Job Profile

Job Title: Regional Marketing and Communications Manager

Directorate: Marketing, Digital & Influencing

Reports To: Head of Brand

Matrix Reporting To: Regional Head of Operations

Disclosure Check Level: None

Date created/last reviewed: 08/05/2019

Overall Role Purpose

The Regional Marketing and Communications Manager helps people with sight loss to live the life they choose by driving the awareness and saliency of the Guide Dogs brand in the region by leading the development and activation of central, regional and local integrated communications & digital plans.

The role communicates the strategy and work of Guide Dogs, engaging key audiences both externally and internally (including service users, volunteers, staff, and supporters) to strengthen the brand.

Key Responsibilities

- Brand – Drive the awareness and saliency of the Guide Dogs brand in the region by bringing to life the brand positioning through all customer experience touchpoints.
- Champion the new brand identity in the region, leading the implementation across all touchpoints.
- Lead the regional activation of the bi-annual brand campaign, working closely with the central brand, comms and digital teams.
- Communications & Digital – Lead the development, activation and review of central, regional and local integrated communications & digital plans in the region to include print and broadcast media, social media, publications, advertising, events, direct marketing and internal communications as appropriate, ensuring objectives are set and measured. Create and edit key regional publications, as and when required. Source, create and share local case studies.
- Services and volunteering marketing - Lead the development, activation and review of marketing strategies and plans with Head of Region to help delivery of regional targets. Generate region-based stories and articles for Corporate publications
- Media relations - Build strong and on-going relationships with journalists through proactive and reactive media relations, including dealing with issues and crises that are a risk to the organisation's reputation. Develop and maintain a network of communications champions in the region.
- Spokesperson - Be a key spokesperson on behalf of Guide Dogs for regional media and where appropriate nationally.
- Advice and training - Provide both strategic and tactical advice on communications activities and issues for staff and volunteers within the region. Provide media training and develop communication skills to staff and volunteers within your area and ensure they are adequately briefed for media interviews.
- Quality- Work across departments and functions both at Central Office and within your region, to ensure that Guide Dogs online and print communication channels are up-to-date and reflects regional content and context.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None
Number of Volunteers Supervised: Up to 10

Financial Accountability

Annual Income Accountability: None
Assets Managed: None
Budget Accountability: Up to £10K

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 to 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.

Person Specification

Education/Qualifications

Essential

- A degree or an equivalent level qualification or equivalent experience.

Job-Related Experience

Essential

- Proven experience of creation and implementation of communications and digital campaigns and projects to meet business objectives, with experience of targeting different audiences through media channels.

Desirable

- Experience of working in the third sector.
- Previous brand management experience.
- Previous experience of being a key spokesperson for a large organisation, both with the media and with other organisations.

Knowledge

Essential

- Up to date with best practice and innovation in brand marketing, communications and digital
- Strong digital skills including a good knowledge of Microsoft Office packages, Word and PowerPoint.

Skills and Competencies

Essential

- Excellent written and communication skills, being able to adapt style to different channels or audiences.
- Excellent digital marketing skills.
- Able to give authoritative verbal advice and information on marketing and communications.
- Excellent organisational skills, working under pressure and to deadlines.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Services Marketing Officer

Vacancy	Services Marketing Officer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	15/12/2020
Date Posted	02/12/2020
Reference	0000037745
Location	Scotland
Region	Scotland

Job Profile

Job Title: Services Marketing Officer

Directorate: Marketing, Digital & Influencing

Reports To: Service Marketing Manager

Matrix Reporting To: The role delivers against shared service delivery objectives (with services) so reports in directly with Service Directors

Disclosure Check Level: None

Date created/last reviewed: 05/09/2019

Overall Role Purpose

The Services Marketing Officer helps people with sight loss to live the life they choose by executing the marketing and communications plans that raise awareness and stimulate demand for the broad range of Guide Dog services. In order to meet challenging targets in engaging more of the sight loss community, including their friends and family and recruiting volunteers to deliver service targets.

Key Responsibilities

- Manage and develop the services marketing suite of literature to promote new services or extensions of existing services. Sourcing and carrying out case studies, commissioning and organising photoshoots when appropriate.

- Manage the ongoing supply of all service marketing literature to the organisation, ensuring it meets the need, is cost effective and updated where necessary. Identify areas for improvement, conduct analysis and communicate with regional business support staff to ensure smooth supply nationally.
- Manage staff and materials at sector specific events, as part of the marketing mix (where in line with overall marketing objectives). Ensure cost effective use of budget and improvements in processes where possible.
- Manage important relationships with key regional mobility team staff and Service Heads in order to deliver against volunteering and national service targets.
- Spend the Services Marketing budget effectively and in a cost-efficient manner, keeping track of monthly spend; responsible for raising purchase orders.
- Manage external supplier relationships, managing contract terms and day-to-day relationships to ensure the best deal for Guide Dogs.
- Provide expert advice to colleagues across the organisation on best practice and most appropriate marketing activity in order to achieve specified services marketing objectives and ensure cost-effective outcomes for Guide Dogs.
- Assist the Service Marketing Manager with the development of a long-term services marketing strategy for all services in line with the corporate strategy and service growth targets, with clear objectives and KPIs, using evidence and insight from research and across the business.
- Assist the Service Marketing Manager with the development of individual marketing plans for each service (extracting content from National Heads of Services) including audience profiling, targeting, performance target vs actuals etc to inform integrated comms planning across the directorate.
- Assist the Service Marketing Manager with creating multi-channel services marketing communications plans and campaigns with buy in across the directorate and within the Services Directorate, in order to stimulate demand for services in line with service targets. Ensure customer journeys are in place that fully optimise the campaigns.
- Assist the Services Marketing Manager in managing important relationships with Comms, Creative and Digital and without whom the objectives can not be achieved.

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 to 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.

Person Specification

Education/Qualifications

Essential

- Educated to degree level or equivalent experience.
- Relevant professional marketing/communications qualification or equivalent experience.

Job-Related Experience

Essential

- Experience in a similar role in Marketing.
- Experience of planning and co-ordinating fully integrated marketing campaigns, matching service/product features into customer needs and successful marketing campaigns.

Knowledge

Essential

- Demonstratable and up to date working knowledge of marketing.

Desirable

- Knowledge of sight loss population.
- Knowledge of recruiting volunteers.
- Charity sector.

Skills and Competencies

Essential

- Ability to develop marketing plans and integrated marketing communications plans to complex, diverse and hard to reach audiences.
- Copy writing, producing collateral, internal communications, developing specific campaigns.
- Managing key relationships.
- Working persuasively to encourage others to deliver.
- Problem solving, developing new practices and procedures.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Senior Telefundraising Executive

Vacancy	Senior Telefundraising Executive
Salary	GBP £21,568 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	24/12/2020
Date Posted	10/12/2020
Reference	0000037768
Location	Burghfield Common - Central Office
Region	South East

Job Profile

Job Title: Senior Telefundraising Executive

Directorate: Fundraising

Reports To: Telefundraising Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 21/08/2020

Overall Role Purpose

The Senior Telefundraising Executive helps people with sight loss to live the life they choose by delivering exceptional fundraising via the telephone to ensure the organisation achieves its targets for income generation whilst maintaining the best level of supporter satisfaction possible.

The role will deputise in overseeing the teams productivity in the Supervisors absence, offer support with team growth, coaching and training and answer any supporter related queries.

Key Responsibilities

- Make telefundraising calls to supporters and potential supporters, achieving targets on number of contacts, response and value in order to maximise Returns On Investment. To be the voice of Guide Dogs, and to passionately execute the vision, aim and purpose of Guide

Dogs to our supporters, whilst maintaining a minimum complaint level.

- To assist training colleagues, contribute to the telefundraising plan and assist the Telefundraising Manager and Team Supervisor on tasks as required.
- To deputise in answering supporter related queries and be competent in Guide Dogs CRM system in supervisors absence.
- Score and monitor Telefundraising calls in line with their quality monitoring KPI target with impartial scoring giving recommendations for improvement where required, ensuring that any feedback that requires immediate action is delivered back to the team Supervisors. Deliver regular and accurate compliance & quality reports to Telefundraising Management Team on a weekly basis.

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: Team annual income target of £600k

Assets Managed: None

Budget Accountability: Team budget of £300k

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

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Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- 5 GCSE's including Maths and English at grade C or above or equivalent

Desirable

- Institute of fundraising qualifications and/or membership.

Job-Related Experience

Essential

- Call handling experience.
- Customer service, sales or marketing experience.
- Team Leader experience.
- Capable of working to targets for call quality monitoring

Desirable

- Experience in the Charity sector.
- A proven track record and experience in a results driven telemarketing environment and of meeting and exceeding targets.

Knowledge

Essential

- A strong understanding of Microsoft Office.

Desirable

- Understanding of fundraising.
- Competent in Word, Excel and PowerPoint.
- Understand a multivariable environment (dials, response rates, contacts, duration of call, average gift) and how the combination of these variables will affect return on investment.

Skills and Competencies

Essential

- Confident, with a friendly and professional phone manner.
- Self-motivated and reliable.
- Good at building rapport with the ability to recognise potential issues from supporter conversation and escalate for investigation.
- Capable of working to targets on call rates, conversion and supporter satisfaction levels.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Operations Support Coordinator

Vacancy	Operations Support Coordinator
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	31/12/2020
Date Posted	10/12/2020
Reference	0000037769
Location	Reading
Region	England

Job Profile

Job Title: Operations Support Coordinator

Directorate: Operations

Reports To: Operations Support Supervisor/Operations Support Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/09/2019

Overall Role Purpose

The Operations Support Coordinator helps people with sight loss to live the life they choose by delivering a professional and pleasant work environment within our regional centres or community teams. Ensuring that anyone engaging with the local office whether in person or through virtual means will experience high standards of customer service, people-centred service and efficient professional and administrative support.

Key Responsibilities

- Deals with routine correspondence and calls ensuring all enquiries are proficiently handled and appropriately referred to the relevant internal specialists in line with quality standards.

- Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations.
- Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to):
 - Incoming and out-going post.
 - Site & staff Health and Safety.
 - Raising purchase orders & expense requisitions.
 - General communications to be sent to mass groups externally e.g. mail shots and invitations to regional/ community level events.
 - Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.).
 - Stock maintenance for office materials / site provisions / dog health provisions (as requested).
 - Provides a welcoming reception to visitors, greeting and assisting visitors, supporting with the set up for meetings on site (except where Reception Coordinators located) as necessary. Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management.
 - Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
 - Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences.
 - Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports:

Number of Volunteers Supervised: As required to support the administration function

Financial Accountability

Annual Income Accountability: None

Assets Managed:

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 to the role.

Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent)
- Excellent verbal, written, and reading skills required for communications. Good level of mathematics required for financial data processing.

Job-Related Experience

Essential

- Experience in a customer service role, and/or office/administration role.
- Completing basic H&S risk assessments.
- Experienced in the use of CRM systems.

Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

Knowledge

Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Basic understanding of Health and Safety legislation.
- Clear understanding and experience of safeguarding.

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Highly motivated towards a delivering a person-centred service.
- Evidence of dealing with confidential issues sensitively and with total integrity. Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to work effectively and flexibly under pressure.
- Good interpersonal skills.
- Professional Telephone manner.
- Self-motivated.
- Effective time management skills:
 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.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

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We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

Occasional travel to other sites.

Job Description: Rehoming Officer

Job Profile

Job Title: Rehoming Officer

Directorate: Operations

Reports To: Dog Care & Welfare Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 13/03/2020

Overall Role Purpose

The Rehoming Officer helps people with sight loss to live the life they choose by securing an appropriate home for dogs that are no longer needed by the organisation (c. 900/year) at various life stages so that Guide Dogs' resources can be focused on dogs-in-training and in-service.

To place dogs that are withdrawn or retired from the Guide Dog service into suitable homes by identifying and assessing a constant supply of appropriate homes.

Key Responsibilities

- Recruit and select appropriate homes to meet individual dogs' requirements by accurate assessment of dogs and matching into appropriate homes.
- Safeguard the reputation of the Association by ensuring appropriate assessment of dogs prior to rehoming, providing rehomingers with accurate information regarding a dog's temperament and health, drawing up a clear rehoming legal agreement in consultation with internal legal advisors when appropriate.
- To negotiate rehoming fees within an agreed framework and handle sales and donations from rehoming families. To negotiate the appropriate level of financial support offered to new homes and nominated homes in conjunction with the Dog Care & Welfare Manager.

- Communicate with Guide Dog Owners about the rehoming of their retired dog and provide appropriate feedback to the Guide Dog Owner following the rehoming of their dog through recognised procedures.
- Communicate with staff and volunteer stakeholders about the rehoming of dogs to keep all relevant parties up to date with the rehoming process.
- Provide support and advice/coaching to Rehomers in appropriate dog handling techniques specific to an individual dog's needs.
- Investigate complaints relating to Rehomers/Rehomed dogs within a reasonable timeframe and take appropriate action under the direction of the line manager
- To recruit, train and manage volunteers as required to support with home checking.
- To maintain accurate records on internal and external databases.
- 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: Up to 10

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

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Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Five GCSE/'O' levels, or equivalent, to include Mathematics and English at Grade C or above.

Desirable

- Accredited learning in the areas of animal welfare or behaviour.

Job-Related Experience

Essential

- Practical experience working with dogs within either dog care or training environment.
- Practical experience of having to develop and maintain strong working relationships with a range of internal and external stakeholders and deal with complicated and emotional situations.

Desirable

- Work experience within the animal rehoming sector.
- Previous experience in the areas of animal welfare or behaviour.
- Previous experience in a teaching or mentoring role.

Knowledge

Essential

- Demonstrable understanding of dog psychology and behaviour modification.

Skills and Competencies

Essential

- Demonstrable written communication skills to a high standard and can analyse and extract key information.

- An understanding of dog welfare and behaviour is beneficial and will help a candidate match dogs to suitable homes with appropriate information.
- Proven interpersonal skills to communicate effectively with a broad range of internal and external contacts.
- Able to demonstrate aptitude for dog handling/training.
- Experience of using computer systems and being able to extract and input accurate information.

Desirable

- Ability to train others.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
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- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Dog Wellbeing Technician - 10-month contract

Vacancy	Dog Wellbeing Technician - 10-month contract
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037761
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.
- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding. Under direction of a Dog Health & Wellbeing Specialist, 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, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

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 to 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.

Person Specification

Education/Qualifications

Essential

- 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, or equivalent qualifications or relevant experience.

Desirable

- Dog-related qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment.
- Experience of coaching and mentoring.
- Experience of supporting a service.

Desirable

- Working with volunteers.

Knowledge

Essential

- The core principles of animal care and behaviour.
- Computer literate, with proficient knowledge of Microsoft Office and experience with using databases

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.

- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

Job Description: Dog Wellbeing Technician - 7-month contract

Vacancy	Dog Wellbeing Technician - 7-month contract
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037762
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.
- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.

- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding. Under direction of a Dog Health & Wellbeing Specialist, 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, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

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 to the role.

Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, or equivalent qualifications or relevant experience.

Desirable

- Dog-related qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment.
- Experience of coaching and mentoring.
- Experience of supporting a service.

Desirable

- Working with volunteers.

Knowledge

Essential

- The core principles of animal care and behaviour.
- Computer literate, with proficient knowledge of Microsoft Office and experience with using databases

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.

- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

Job Description: Dog Wellbeing Technician - 28 hours

Vacancy	Dog Wellbeing Technician- 28 hours
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Permanent -Part Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037763
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.
- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.

- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding. Under direction of a Dog Health & Wellbeing Specialist, 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, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

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 to the role.

Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, or equivalent qualifications or relevant experience.

Desirable

- Dog-related qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment.
- Experience of coaching and mentoring.
- Experience of supporting a service.

Desirable

- Working with volunteers.

Knowledge

Essential

- The core principles of animal care and behaviour.
- Computer literate, with proficient knowledge of Microsoft Office and experience with using databases

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.

- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

Job Description: Dog Wellbeing Technician - 21 hours

Vacancy	Dog Wellbeing Technician- 21 hours
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Permanent -Part Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037764
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.
- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding. Under direction of a Dog Health & Wellbeing Specialist, 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, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

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:

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- 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 to the role.

Working at Guide Dogs

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Guide Dogs will require proof of identity and the right to work in the UK.

Person Specification

Education/Qualifications

Essential

- 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, or equivalent qualifications or relevant experience.

Desirable

- Dog-related qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment.
- Experience of coaching and mentoring.
- Experience of supporting a service.

Desirable

- Working with volunteers.

Knowledge

Essential

- The core principles of animal care and behaviour.
- Computer literate, with proficient knowledge of Microsoft Office and experience with using databases

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.

- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

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- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

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- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

Job Description: Training & Behaviour Advisor

Vacancy	Training & Behaviour Advisor
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	03/01/2021
Date Posted	11/12/2020
Reference	0000037773
Location	Newcastle
Region	England

Job Title: Training & Behaviour Advisor

Directorate: Operations

Reports To: Training and Behaviour Consultant

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 15.09.20

Overall Role Purpose

The Training & Behaviour Advisor helps people with sight loss to live the life they choose by facilitating and supporting the roll out and maintenance of Guide Dogs' Standardised training for Excellent Partnerships (STEP) and Puppy Raising for Excellent Partnerships (PREP).

With support from the regional Training and Behaviour Consultant, the TBA provides expert training and behaviour advice and practical support to staff, clients and volunteers responsible for handling, socialising and training puppies and dogs.

Key Responsibilities

- To support the development of staff handling and training skills via the provision of ongoing and practical training within the day to day business context.

- To deliver practical workshops and seminars to give staff and volunteers the necessary practical skills, abilities and understanding required to comply with PRT approaches and values.
- To train, coach and develop practical skills in all local team staff and trainees to ensure they can care and support the training of dogs in line within STEP and PREP
- Coaching and mentoring staff, clients and volunteers to give person centred support and a range of problem solving solutions.
- To perform guide dog production operational duties as required often relating to dogs or clients with specific or additional needs.
- To support decision making when assessing dog temperament and behaviour (across all life stages) and to develop training plans utilising standardised PRT and welfare friendly approaches
- Monitor learning outcomes, compliance and skills development of team members and to assist local managers in ensuring a standardised approach is maintained.
- To use subject matter expertise to support clients and volunteers during training interventions to improve dog and partnership quality and performance. To support peers and TBC's during the ongoing development of the national standardised training approach
- 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: 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 to 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.

Person Specification

Education/Qualifications

Essential

- Qualified as a Guide Dog Mobility Instructor, Guide Dog Trainer, Assistance Dog Trainer/Instructor or an accredited dog trainer/instructor (e.g. with Association of Pet Dog Trainers or Kennel Club Accredited Instructor).
- Membership to relevant bodies associated with the animal training and behaviour modification field.

Job-Related Experience

Essential

- Experience of working with dogs specifically in relation to the shaping of behaviours and task acquisition relevant to Guide Dogs' and their clients.
- Practical, hands on experience within the field of behaviour modification and animal training at both a practitioner and supervisor level.
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge.
- Proven experience of carrying out behaviour modification programmes with dogs.
- Experience of working with a wide variety of dogs, with varied temperaments and needs.

Knowledge

Essential

- A working knowledge of dog ethology, behaviour, learning theory, animal ethics and positive reinforcement training techniques.
- A knowledge of visual impairment and the effects this has on an individual's mobility and Guide Dogs handling ability
- An understanding of the guide dog production processes, the roles which support guide dog production, Guide Dogs' strategic aims and customer's needs.
- Understanding of people training and coaching theory models.

Skills and Competencies

Essential

- Proven written and verbal communication skills, particularly in relation to the area of people skills training and education.
- Significant expertise and experience in the use of positive reinforcement training animal techniques.
- Can demonstrate high levels of enthusiasm, passion, resilience and commitment to the methodology used in PRT approaches.
- Can demonstrate the ability to actively engage with people on a practical level during the demonstration and explanation of dog training techniques. Proven ability to coach and mentor individuals during the development of practical and skills learning.
- Excellent organisational and self-management skills.
- Required to support the diverse training activities required by the project.
- The ability to seek out and utilise topic relevant CPD to aid continuous improvement.

Desirable

- Experience of supporting elements of organisational change or continuous improvement.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone - the people we support, donors, partners, our volunteers and staff - to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.

- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners - and our dogs, of course - to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours - in ways appropriate to this role - in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Legacy Case Officer

Vacancy	Legacy Case Officer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	21/12/2020
Date Posted	14/12/2020
Reference	0000037775
Location	Central Office
Region	South East

Job Profile

Job Title: Legacy Case Officer

Directorate: Fundraising

Reports To: Legacy Case Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/12/2020

Overall Role Purpose

The Legacy Case Officer helps people with sight loss to live the life they choose by providing an accurate and efficient service to process legacies in line with legislation, policy and best practice contributing to a high-income source for the organisation.

Key Responsibilities

- Responsible for managing a proportional share of legacy cases where Guide Dogs is a named beneficiary ensuring as far as reasonably possible that maximum value is achieved in line with the obligations to ensure the gift reaches the charity as intended by the Legator.

- Comprehensively, professionally and sensitively correspond with Executors, professional advisers, co-beneficiary charities and other external and internal stakeholders to work to resolve legacy cases in line with policy and governance infrastructure.
- Provide excellent next of kin experience; communicate sensitively and with empathy when in contact with lay Executors, bereaved family members and next of kin. Liaise with the appropriate Legacy Engagement Officer to coordinate visits to maximise relationship development with the Guide Dogs' family. Provide support to the Legacy Marketing team when inviting next of kin to the Name a Puppy scheme.
- Regularly review cases in line with the case review matrix, writing out to ensure continued progress and appropriate longer-term management in the case of will trusts.
- Prepare explanatory 'Briefing Notes' for the Trustees where Deeds, Settlements, Agreements, or Ex Gratia Applications require approval and/or execution.
- Ensure that all case details, post and receipts are processed, information is uploaded into First Class expediently and the legacy case notes are accurate and up to date with all available income estimates and property details entered as known. Ensure digital backups of all documents and correspondence are uploaded to the file as they come in. Record and retain all information in accordance with General Data Protection legislation.
- Complete detailed checks and reconciliation of Estate Accounts/Will Trust Accounts ensuring that all estate assets are accounted for, that all fees reflect work undertaken, that the transfer in specie of any shareholdings are reflected as a fair division and that all charity tax exemptions are correctly allocated. Obtain answers to queries and revised Estate Accounts.
- Protect Guide Dogs' interests by ensuring Executors apply the correct Capital Gains Tax and Inheritance Tax reliefs, allowances and rates. Conduct detailed checks and make any corrections needed regarding any estate tax calculations where it may affect the Guide Dogs share of the estate.
- Where a case involves property or land appropriated to Guide Dogs, protect Guide Dogs' interests in responsibilities by obtaining a S119 Report and applying the report recommendations to achieve best value.
- Obtain legal advice on complex litigation and claims against the Estate including: claims under the Inheritance (Provision for Family and Dependents) Act 1975, undue influence, will validity, proprietary

estoppel. Scrutinise and evaluate evidence together with the appointed Solicitor and act on the legal advice received to then make a recommendation to the Individual Giving Product Manager- Legacy, in line with the legacy policy, as to the best next step or resolution to achieve the best possible result whilst minimising any financial and reputational risk. Consult with co-beneficiaries and agree settlement terms. Seek respective approval based on entitlement at risk.

- Keep up to date on case law and changes in tax law, trust law and probate law and where relevant applying to own case load.

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 to 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.

Person Specification

Education/Qualifications

Essential

- Educated to A Level standard or equivalent qualification.

Desirable

- Educated to degree level or equivalent qualification.
- Certificate in Charity Legacy Administration (CICLA) or equivalent qualification.

Job-Related Experience

Essential

- Proven experience of complex administrative work including managing casework.

Desirable

- Previous experience working as a Legacy Case Officer or working within a Legal environment as a paralegal or qualified lawyer.

Knowledge

Essential

- Basic understanding or demonstrable ability to learn and understand law pertaining to Wills, Taxation, Probate, Trusts, Property, Charities, the rules governing contentious and non-contentious Probate law and the IOF Code of Practice.

Skills and Competencies

Essential

- Strong Microsoft Office skills including Word, Outlook and Excel.
- High degree of sensitivity and emotional intelligence required to interact appropriately with those who have recently been bereaved.
- Strong analytical, problem solving and investigation skills.
- Ability to assess risk against benefit to reach a well-rounded conclusion.
- High organisational skills with the ability to maintain a number of projects simultaneously.

- Excellent interpersonal and communication skills.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Video Producer-Brand

Vacancy	Video Producer - Brand
Salary	GBP £27,472 per annum pro-rata
Job Type	Specialist Professional
Category	Secondment- Full Time
Closing Date	20/12/2020
Date Posted	14/12/2020
Reference	0000037776
Location	Central Office
Region	South East

Job Title: Video Producer - Brand

Directorate: Marketing, Digital & Influencing

Reports To: Senior Content Manager (Communications Development Manager)

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 29/08/2019

Overall Role Purpose

The Video Producer - Brand helps people with sight loss to live the life they choose by providing advice and support to teams that are making video and manage a roster of external videographers (in conjunction with the other Video Producer - Brand), ensuring all video is on brand, engaging and of the highest quality.

The role will manage third-party suppliers for production and postproduction, as well as undertaking these activities (camera operating and editing) on appropriate projects. Creating videos for both internal and external audiences, the role will work with colleagues across multiple teams to ensure all video content is positioned for success. Working to create and maintain videography guidelines and create and manage a footage repository.

Key Responsibilities

- Plan, manage and create in-house video content in response to briefs, as well as identifying and creating new opportunities yourself.
- Be one of the Content Team's key contacts and in-house 'experts' for video production and provide advice and support to video creating teams. Work with colleagues across multiple teams to ensure all video content is positioned for success.
- Brief external production and media agencies in the production of video content - ensure quality work is delivered, within the defined schedule and at a competitive cost.
- Ensure that all Guide Dogs video content is accessible, on brand and of the highest quality.
- Develop and maintain strong relationships with key stakeholders (both internal and external).
- Identify areas of demand for specific content and communicate those insights to the Senior Content Manager.
- Manage a roster of external videographers.
- Create and maintain videography guidelines and create and manage a footage repository (in conjunction with the other Video Producer).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to One

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:

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- Engage in continuous personal development

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Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Relevant professional qualification or equivalent experience.
- Management qualification or equivalent experience.

Desirable

- Degree level relating to video production or equivalent experience.

Job-Related Experience

Essential

- Experience in the production and post production of video content of the highest quality – either, in-house or for an agency.
- Significant experience working with a broad range of stakeholders and managing and delivering multiple projects simultaneously.

Knowledge

Essential

- None

Desirable

- Knowledge of the Third Sector.

Skills and Competencies

Essential

- Demonstrates the ability to create highly engaging video that moves people to action.
- Proven organisational skills, able to maintain a number of projects simultaneously.
- Demonstrates excellent interpersonal and communication skills.

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our

volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

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- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;

- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

Job Description: Technology Business Partner

Vacancy Technology Business Partner
Salary GBP £47,000 - £54,000 per annum
Job Type Lead Professional
Category Permanent- Full Time
Closing Date 08/01/2021
Date Posted 14/12/2020
Reference 0000037779
Location Central Office
Region South East

Job Profile

Job Title: Technology Business Partner

Directorate: Business & Finance Services

Reports To: Head of User Experience and Planning

Matrix Reporting To: Head of Digital

Disclosure Check Level: None

Date created/last reviewed: 28/02/2019

Overall Role Purpose

The Technology Business Partner helps people with sight loss to live the life they choose by actively influencing and challenging teams on the adoption of technology as part of the digital transformation of the organisation, ensuring that with the adoption of technology we gain real value from existing and future investments is used in supporting employees, volunteers and service users.

Key Responsibilities

- Through the application of technology, you will influence strategic change to drive optimal long-term performance and delivery of all strategic objectives across Guide Dogs.
- Partner with Directorate leadership and management teams being the point of expertise for all technology areas, offering advice, support and insight.
- Build and maintain influential, inclusive and collaborative relationships with the Director and Senior Management team of the area that you are the partner to, acting as an internal technology (encompassing IS and Digital) business consultant to enable them to deliver their strategic plans and objectives.
- To be accountable for ensuring that your part of the organisation understands relevant technology policies, services and best practice.
- Be part of an effective Technology team that delivers services that help the organisation achieve its strategic objectives. This

includes driving the transparent production of a technology plan and Digital Marketing plans that enable early engagement with other specialist areas as required

- Be accountable for ensuring that the area you support understands the technology strategy and roadmap and is prepared to support all changes. Ensure all requirements are fully understood, documented and fed into the Technology plan and on the roadmap for changes.
- Accountable for communicating and delivering workshops on how current and future technology can support your area's strategic plan and be prepared to challenge with new ideas and technologies that could deliver positive change.
- Encourage and assist the Technology Team analysing and improving performance and capability through the interpretation of business KPIs, management data, internal and external benchmarking information and external best practice.
- Lead the delivery of smaller projects, improvement initiatives and prototypes ensuring opportunities are taken forward and delivered to agreed timescales, quality standards, and that all risks are addressed.
- Contribute to the Organisation's Technology strategy and policy formulation and support its implementation in their portfolio, working closely with senior IS and Digital colleagues and functional specialists.
- Contribute to your area's Strategic Programme by providing input on Technology and challenging thinking around the adoption of technology solutions and Digital Marketing approaches.
- Manage and coach your area on how Agile techniques will be used for development of solutions and the content of individual sprints. Coach junior colleagues in IS as necessary.
- Act as an effective escalation point for all issues connected with Technology Services and work with colleagues in the Technology Team to ensure they are resolved.
- Deputise for the Head of User Experience and Planning as requested.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Organisation.
- 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 matrix reports variable depending on projects and initiatives being supported.

Number of Indirect Reports: Dependent on active projects.

Number of Volunteers Supervised: Dependent on projects and workload

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Responsibility for project budgets and will have significant influence over the operational and project budget for IS and Digital.

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 to the role.

Working at Guide Dogs

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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.

Person Specification

Education/Qualifications

Essential

- Qualified or experienced Technology Professional with significant experience
- Degree in Computer Science, Data Analytics or related area.
- Qualification in Project Management, Business Analysis or Process Improvement.
- Degree/Post Graduate qualifications in Digital

Job-Related Experience

Essential

- Experience of working in various environments
- Experience and understanding of the impact of change.
- Experience of influencing the business to understand and adopt technology
- Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.
- Experience of delivering Technology projects, working across the spectrum of IS and Digital disciplines

Knowledge

Essential

- A detailed understanding of current and evolving technologies and how they can be applied in our environment.
- A good understanding and experience of Business Analysis and process mapping techniques.
- A detailed understanding of Program and Project management methodologies (Agile and Waterfall).
- A detailed understanding of the Digital landscape and across the range of Digital disciplines
- Experience in formulating and implementing strategy.
- A sound understanding of tools and techniques to influence partners across all levels of the organisation, and flexibility to apply these in different circumstances

Skills and Competencies

Essential

- Matrix management within a technical discipline in a large organisation
- Broad and up to date knowledge of Digital Marketing strategy and delivery
- Commercial/business acumen
- Able to build highly effective and collaborative working relationships with Directors and senior managers
- Persuasive and credible influencing skills
- Strong customer service focus and flexibility
- An ability to think strategically and understand the broader organisational issues
- Diagnostic and advisory skills - the ability to take on new concepts, analyse a complex problem/situation, think creatively and advise on a range of options
- Excellent communication and team-working skills
- Able to coach Directors and senior managers on the use and application of technology.
- Able to present, analyse and interpret business challenges so that effective technology solutions can be proposed.
 - Project management skills
 - Tenacity and resilience
 - Detailed understanding of new and existing technologies that support our strategy.
- Business analysis, process improvement and user experience skills.
- Excellent writing and presentation skills
- Can demonstrate the ability to turn the strategy into action and to ensure the organisation moves forward
- Manages resources in an efficient and considered way
- Delivers projects and programmes which achieve the required results
- Ensures that core activities run effectively and produce good quality outcomes
- Enables others to perform and maximise their potential
- Conducts themselves in an appropriate, professional manner

Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
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Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we'll also be assessing 'safeguarding competencies' as part of the process. These are:

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

**** End of document**