



INTERNAL JOB VACANCIES

15th May 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 | |
|---|-----------------|---------------------|----------|
| Legacy Case Manager | Central Office | 17/05/2020 | External |
| Qualified Orientation & Mobility Specialist | London | 31/05/2020 | External |

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Volunteer Coordinator

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| Vacancy | Volunteering Coordinator |
| Salary | GBP £21,568 to £22,838 per annum |
| Job Type | Grade 3 |
| Category | Permanent- Full Time |
| Closing Date | 24/05/2020 |
| Date Posted | 04/05/2020 |
| Reference | 0000037476 |
| Location | South East |
| Region | South East |

General Information

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| Job Title: |
| Volunteering Coordinator |

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| Team: |
| Region/Country |

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| Department: |
| Volunteering |

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| Directorate: |
| People & Performance |

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| Job Location: |
| Guide Dogs Community Team or Regional Centre in region |

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| Reports To: (Job Title) |
| Regional Volunteering Advisor |

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| Number of Direct Reports: |
| 0 |

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| Number of Volunteer Reports: |
| Minimum of 4 |

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| Budgetary Responsibility in Pounds (if applicable): |
| 0 |

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| Financial Targets (if applicable): |
| 0 |

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| Matrix Reporting Lines To (if applicable): |
| n/a |

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| Level of Disclosure Check Required and Related Workforce (if applicable): |
| None |

Overall Purpose

You will work in partnership with local colleagues to support the effective delivery of existing and new volunteering programmes. You will collaborate with colleagues to implement local volunteer recruitment plans, supporting volunteer managers with training, retaining existing volunteers and to deliver great volunteering experiences. Through a combination of hands on support and specialist volunteering advice and guidance, you will play a pivotal role in supporting the local implementation of the Volunteering Strategy in the community team and/or the regional centre location, ensuring it effectively meet the needs of Guide Dogs Strategy.

Key Accountabilities of the Role

| | Key Accountability |
|----|--|
| 1. | Planning for volunteer involvement 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. |
| 2. | Volunteer Recruitment <ul style="list-style-type: none"> 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 |
| 3. | Volunteer Induction & Training |

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| | <ul style="list-style-type: none"> • 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 |
| 4. | <p>Support & Supervision</p> <ul style="list-style-type: none"> • 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 |

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| 5. | <p>Volunteer Management</p> <ul style="list-style-type: none"> You will be responsible for recruiting, inducting, training and managing an appropriate number of volunteers directly relevant to your role and where relevant cross functional, to provide support to the local team |
| 6. | <p>Volunteer Recognition</p> <ul style="list-style-type: none"> You will coordinate the process for local teams to optimise engagement in local and national volunteer recognition programmes |
| 7. | <p>Volunteering Development</p> <ul style="list-style-type: none"> 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 |
| 8. | <p>Data Management</p> <ul style="list-style-type: none"> 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 |
| 9. | <ul style="list-style-type: none"> 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). |
| 10. | <ul style="list-style-type: none"> You will be expected to perform any other duties as reasonably required in line with skills, knowledge, and experience to contribute to Guide Dogs strategic aims and ambitions. |

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

All staff are expected to demonstrate Guide Dogs' Values, the beliefs that guide the entire organisation.

1. Open
2. Passionate
3. Innovative

Competencies

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
7. Demonstrates Guide Dogs' Values

Person Specification

| Factor | Essential | Desirable |
|-----------------------|--|--|
| Values and behaviours | See section Values and Behaviours section above | |
| Job specific skills | <p>Organised, efficient and with strong attention to detail</p> <p>Able to manage multiple projects/clients, maintaining excellent customer service</p> <p>Ability to effectively support, guide and advise others</p> | <p>Coaching and mentoring skills</p> <p>Negotiating and influencing skills</p> <p>Training and facilitation skills</p> |

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| | <p>Ability to plan and implement projects and programmes of work</p> <p>Leadership and management of volunteers</p> <p>Computer literate with a good knowledge of Microsoft Office packages</p> | |
| Previous relevant experience | <p>Experience of leading and managing volunteers</p> <p>Experience of developing, implementing and reviewing new working practices within a team</p> <p>Experience of using a Customer Relationship Management (CRM) system</p> | <p>Experience of supporting, guiding and advising others to effectively manage volunteers</p> <p>Experience of working in volunteer management in a large or geographically dispersed organisation</p> <p>Experience of creating an inclusive work environment for people with a disability</p> |
| Knowledge | <p>Good practice of the legislative and regulatory framework for volunteering</p> | <p>Knowledge of good practice in equality, diversity and inclusion and implications for volunteering</p> <p>Knowledge of data protection and implications for volunteer management</p> |
| Qualifications / Training | | <p>Knowledge of Volunteering pathways</p> <p>Relevant qualification in volunteer management or equivalent</p> |

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| | | <p>Relevant qualification in training/learning and development</p> <p>Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA)</p> |
| Special requirements (such as travel /overnight stays) | <p>Travel within the local area required.</p> <p>Travel and overnight stays within the UK may be required, although this is likely to be infrequent</p> | |
| Dog friendly | Comfortable with dogs in the workplace / office. | |
| Eligibility to work in UK | Proof of identity and eligibility to work in the UK | |
| Volunteering | Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role. | From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. |
| Safeguarding | Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with | |

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

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

GRADE OF POST: 3

DATE OF EVALUATION: 30/07/2019

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