



INTERNAL JOB VACANCIES

15th October 2019

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Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

Available roles

Role	Location	Closing date	
Habilitation Specialist	London	20/10/2019	External
Orientation and Mobility Specialist	Liverpool	20/10/2019	External
First Line Service Desk Technician	Central Office	27/10/2019	External
Regional Community Fundraising Manager	South East	15/10/2019	External
Regional Community Fundraising Manager	North East	15/10/2019	External
Regional Community Fundraising Manager	Midlands	15/10/2019	External
Regional Community Fundraising Manager	South West	15/10/2019	External
Regional Community Fundraising Manager	North West	15/10/2019	External
Operations Support Supervisor	Peterborough	16/10/2019	External
Reception Coordinator	Atherton	17/10/2019	External
Operations Support Supervisor	Reading	20/10/2019	External
Orientation & Mobility Specialist	Nottingham	20/10/2019	External
Single Gifts Campaigns Officer	Central Office	21/10/2019	External
Community Fundraising Assistant	Atherton	20/10/2019	External

E Commerce Executive	Central Office	22/10/2019	External
Dog Care & Welfare Support Assistant	Atherton	20/10/2019	External
Dog Care & Welfare Technician	Welwyn Garden City	22/10/2019	External
Community Fundraising Campaigns Manager	National	27/10/2019	External
Volunteer Coordinator (Boarder)	Leamington	27/10/2019	Internal
Reception Coordinator	National Breeding Centre	23/10/2019	External
Qualified Habilitation Specialist	North West	13/11/2019	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Volunteer Coordinator (Boarder)

Vacancy	Volunteer Coordinator (Boarder)
Salary	GBP £21,568 to £22,838 per annum
Job Type	Grade 3
Category	Permanent- Full Time
Closing Date	27/10/2019
Date Posted	11/10/2019
Reference	0000034177
Location	Leamington
Region	West Midlands

Job Title: Volunteer Coordinator-Boards

Directorate: Operations
Reports To: CAS ops manager
Matrix Reporting To: None
Disclosure Check Level: None
Date created/last reviewed: 02/09/2019

Overall Role Purpose

To develop the existing volunteer boarding scheme to extend its capacity and create robust operating systems to ensure the ongoing coordination and management of the scheme. Select and recruit volunteers to board dogs in training, dogs awaiting rehoming and dogs requiring convalescence care or health observation. Coordinate the training of new volunteers and further development of existing volunteers. Develop robust operating practices and procedures to support the long term management of this group of volunteers and processes which support the daily coordination and management of the boarding scheme

Key Responsibilities

- Coordinate Volunteer Dog Boarder manpower planning in conjunction with CAS Ops manager, managing and coordinating the placement of dogs with volunteers. This will involve ensuring that volunteer resources needed to support boarding of adult dogs

at the Regional Centre are identified with clear and achievable recruitment and training plans in place.

- To support and engage with potential volunteers throughout the recruitment process, working in conjunction with National Volunteering Office to ensure smooth transition of applications.
- To coordinate and provide training and technical support to new and existing Volunteer Boarders. To work in conjunction with Guide Dog Trainers and Dog Care Staff to monitor and support volunteers dog handling skills and understanding to ensure standards of dog behaviour are maintained and identify any skills gaps or performance concerns coordinating further training as may be required.
- To recruit specialist volunteers to support the ongoing management of the boarding scheme ensuring resources available to provide care for dogs requiring more specific handling or specific health care. Providing any development needs and ongoing support.
- To manage and coordinate a programme of ongoing engagement with Volunteer Boarders providing opportunities for reward and recognition.
- 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:	Maximum of 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 in or to the role.

Person Specification

Knowledge / Education / Previous Experience Required

Educational Background

Area of Specialisation:	Sound written and numerical skills; gained through education, work or life experience.
Required Level of Education:	Sound written and numerical skills; gained through education, work or life experience.
Why is this required?	Required to ensure accurate data is kept for 180 plus borders

Job-Related Experience

Previous experience of communicating and supporting volunteers.
Experience of delivering high levels of customer service.
Ability to work as part of a team and under own initiative
Desirable - Experience in the management and motivation of volunteers.
Experience of co-ordinating and/or managing volunteers or staff.
Experience of working with people, supporting professional development and providing customer service

Other Job-Related Skills/Background

Basic understanding of dog handling
Proficiency in Microsoft Word, Excel and Outlook

Skills and Competencies

Essential

Ability to communicate effectively and tactfully both verbally and in writing. Ability to deal with people at all levels. Able to plan, prioritise and self-monitor own workload with limited support from line manager

Desirable

Confident in speaking to groups.

Mobility Factors

Prepared to work unsociable hours occasionally (evenings and weekends). May on rare occasions be required to travel to other sites and stay overnight

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work.

Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

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

Our Values

At Guide Dogs, we aspire to be: -

- **Open.** We listen to and work with others, and we are inclusive in everything we do. We share our expertise and experience with anyone who can benefit from it and always seek to learn from others.
- **Passionate.** We are positive and passionate about our life-changing work. We will challenge everything that prevents people with sight loss living full and rewarding lives.
- **Innovative.** We strive continuously to improve the services we provide. We will never stop innovating. The only way we can change the world for even more people with sight loss is by embracing new technologies and new ways of working.

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