



INTERNAL JOB VACANCIES

15th November 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	
Volunteering Coordinator	Welwyn Garden City	17/11/2019	External
Orientation & Mobility Specialist	Nottingham	26/01/2020	External
Guide Dog Mobility Instructor	Forfar	22/11/2019	External
Guide Dog Mobility Instructor	Glasgow	22/11/2019	External
Individual Giving Product Manager	Central Office	24/11/2019	External
Telesales Executive	Central Office	17/11/2019	External
CAS Operations Manager	Welwyn Garden City	17/11/2019	External
Central Services Support Coordinator	Birmingham	17/11/2019	External
Canine Health Administrator	National Breeding Centre	17/11/2019	External
Qualified Habilitation Specialist	Nottingham	24/11/2019	External
SISS Operations Manager	Bristol	24/11/2019	External
Regional Head of Operations	North East	24/11/2019	External
Trainee Puppy Training Supervisor	Home Based (Geographical Area)	17/11/2019	External
Qualified Habilitation Specialist	London	01/12/2019	External
Habilitation & Implementation Lead	Home Based	21/11/2019	Internal
Volunteering Coordinator	Leamington	24/11/2019	External
CAS Operations Manager Puppy Walking	Leamington	19/11/2019	Internal
Volunteering Recruitment Manager	London	04/12/2019	External

Direct Marketing Campaigns Officer	Central Office	27/11/2019	External
Operations Support Coordinator	Leeds	22/11/2019	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: Habilitation & Implementation Lead

Vacancy Habilitation & Implementation Lead
Salary GBP £34,688 to £36,729 per annum
Job Type Grade 5
Category Permanent- Full Time
Closing Date 21/11/2019
Date Posted 07/11/2019
Reference 0000034786
Location Home Based
Region Homebased

General Information

Job Title:
National Habilitation and Implementation Lead

Team:
CYP SISS

Department:
Skills and Support services

Directorate:
Operations

Job Location:
Home Based (geographical)

Reports To:
Head of Children and Young People's Services

Number of Direct Reports:
0

Number of Volunteer Reports:
0

Budgetary Responsibility in Pounds:
0

Financial Targets:
N/A

Matrix Reporting Lines To:
Key relationships: Programme Manager SISS, RHO, Regional Head of SISS, Operational Managers SISS, Service Development Leads SISS, Customer Experience Leads SISS, Portfolio lead for CYP, QHS

Level of Disclosure Check Required and Related Workforce:
Enhanced DBS

Overall Purpose

To provide subject matter expertise to the 0-4 Early Years Project throughout its duration and act as a change agent. To work alongside the Service Development Lead to support any new habilitation service in development. To lead on implementation when directly related to habilitation practice such as, planning delivery, developing skills and setting standards. To work closely with the Head of Service, Programme Manager for SISS and HoSISS.

To proactively work with the Head of CYP to identify new products and services for Children and Young People with a vision impairment and their families and to inform work of the Service Development Lead and Customer Experience Lead for service improvement.

To take a professional lead for habilitation services identifying areas for improvement and standardisation. Lead on standardisation of processes working collaboratively with Operational Managers and HoSISS.

Represent the professional views for habilitation with responsibility for the development and improvement for the delivery section of the customer journey as Process Owner. To proactively develop a professional network internally and support the development of a Community of Practice to share learning.

Key Accountabilities of the Role

	Key Accountability
1	<u>Habilitation Implementation Lead for Projects and Service Improvement:</u>

	<p>Provide subject matter expertise to inform service delivery in the development and implementation of new or improved services. Work with the Head of Service, Service Development Lead and Customer Experience Lead to identify areas of work that require development based on the current organisational strategy, service development plans and customer needs.</p> <p>When new projects are identified such as the 0-4 Early Years Strategy, work seamlessly with the Programme Management Team to ensure plans and actions align and project governance is adhered to.</p> <p>When implementing projects, lead on the development of operational standards for habilitation.</p> <p>Develop and own a skill matrix to support the 0-4 Early Years Strategy for QHS, develop training programmes and deliver training where required.</p> <p>Work with the Service Development Lead on new service developments for habilitation, creating a productive working relationship with community teams to support collaborative working.</p> <p>Act as Subject Matter Expert to support the development of detailed implementation plans based on current insight evaluation work.</p> <p>Contribute to scoping of projects and work with habilitation teams on development of pilots or early implementation.</p> <p>Develop the role of process owner for delivery element of the customer journey, working closely with the community teams to ensure ownership of improvements.</p> <p>Develop skills and knowledge to support Habilitation Specialists as a key user for GDIR.</p>
2	<p><u>Professional Leadership:</u> Provide professional advice to the central team in area of expertise and contribute professional views into service development and service improvement as appropriate</p>

	Develop a professional network to support ongoing learning such as communities of practice.
3.	<u>Operational Standards:</u> Work with the Head of CYP and HoSISS to identify areas for improvement and lead on the development and review of operational standards for habilitation. Lead on standardisation of habilitation services for GDs recognising any differences that arise through statutory requirements across the four nations.
4	<u>Training:</u> Lead on the development of training plans working with Learning and Development and Technical training to support the continued development of the staff involved to ensure successful new services, processes and standards are adhered to within the Habilitation Teams. Deliver training programmes in area of specialism where appropriate.
5.	<u>Maintaining Professional knowledge:</u> Provide evidence of maintaining a level of professional knowledge of habilitation to ensure a high level of subject matter expertise is maintained.
6	<u>Personal Development:</u> Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

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

Values and Behaviours

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

- 1 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Professional Leader

1. Conducts themselves in a manner appropriate to a professional role
2. Communicates effectively in different situations and at different levels
3. Knowledgeable and credible in area of expertise
4. Promotes professional development and leads by example
5. Works collaboratively, acting as SME but encouraging contributions from professionals to support innovation
6. Demonstrates professional expertise and Makes a contribution outside of their immediate team
7. Understands and applies policies and procedures appropriately

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section C above	
Job specific skills	<p>Demonstrates proven ability to influence others.</p> <p>Ability to communicate clearly and diplomatically at different levels, both orally and in writing.</p> <p>Positive team player, flexible, thorough, uses initiative, able to work effectively under pressure and self-motivated with effective time management skills.</p>	<p>Able to work flexibly as part of a team and on own initiative.</p> <p>Understands and demonstrates use of Service Design methodologies.</p> <p>The ability to plan and manage project-based work.</p> <p>Effective Partnership working.</p>

	<p>Established relationship building skills. Demonstrates excellent communication and interpersonal skills.</p> <p>Can provide evidence of a proactive approach to problem solving.</p> <p>Ability to define outcome measures for new services and develop evidence base.</p> <p>Work innovatively and create an open working environment to encourage development.</p> <p>Working in collaboration to develop and improve services.</p>	
Previous relevant experience	<p>Significant, recent experience of working within a Habilitation Service.</p> <p>Experience of service improvement or development, leading to improved outcomes.</p> <p>Experience of professional leadership, developing professional standards.</p> <p>Able to demonstrate professional networking, leading to improvement of services for CYP.</p>	<p>Experience in the charity sector.</p> <p>Experience of working with volunteers and / or working in a voluntary sector organisation.</p> <p>Established or led professional networks</p> <p>Experience of Train the Trainer.</p> <p>Experience of lived experience of VI.</p>

Knowledge	<p>Significant working knowledge of Habilitation Services.</p> <p>An understanding of the Habilitation Quality Standards.</p> <p>Knowledge of the early years offer across disciplines and organisations.</p> <p>Extensive experience of working with CYP with vision impairment and complex needs.</p> <p>Solid understanding of the statutory sector for CYP services.</p>	<p>Experience of partnership working across the sectors.</p> <p>Evidence of high Level of IT Literacy.</p>
Qualifications / Training	<p>Willingness to undertake appropriate CPD training as required.</p>	<p>Qualified Habilitation Specialist.</p> <p>Educated to degree level or equivalent knowledge through work experience.</p> <p>Delivery of Training.</p>
Special requirements	<p>Regular travel to community teams and meetings with overnight stays.</p>	
Dog friendly	<p>Comfortable with dogs in the workplace/ office.</p>	
Eligibility to work in UK	<p>Proof of identity and eligibility to work in the UK</p>	
Volunteering	<p>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</p>	<p>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.</p>

	but will require all staff to play a supporting role.	
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

GRADE OF POST: 5

DATE OF EVALUATION: 05/11/2019

Job Description: CAS Operations Manager Puppy Walking

Vacancy CAS Operations Manager Puppy Walking
Salary GBP £34,688 to £36,729 per annum
Job Type Grade 5
Category Permanent- Full Time
Closing Date 19/11/2019
Date Posted 12/11/2019
Reference 0000034869
Location Leamington
Region West Midlands

General Information

Job Title:
Operations Manager Canine Assisted Service (CAS)

Team:
Midlands

Directorate:
Operations

Job Location:
Community team or Regional Centre in the Region/Country

Reports To:
Head of CAS Operations

Number of Direct Reports:
Up to 9

Number of Volunteer Reports:
Up to 5

Budgetary Responsibility in Pounds:
None, authorisation levels up to £5,000

Financial Targets:
None

Matrix Reporting Lines To:
None

Level of Disclosure Check Required and Related Workforce:
Enhanced Children & Adults

Atlantic Data Job Title:
Works with children and adults in a supervisory capacity

Overall Purpose

To lead and manage a cross functional operations team of staff and volunteers working with adults, children and young people and their families to provide the consistent delivery of person-centred services in accordance with their needs. Responsible for planning, managing and delivering the team's operational delivery plan, ensuring activities meet business need and are in line with Guide Dogs strategy, and motivating staff and volunteers to deliver exceptional, person-centred services. Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region/Country and nationally alongside the Service Design teams.

Key Accountabilities of the Role

	Key Accountability
1	Service Delivery –

	<ul style="list-style-type: none"> • Responsible for the operational delivery required to enable person-centred services within the allocated geographical area of your Region/Country, ensuring all prioritisation criteria are correctly applied within a person-centred framework. • Responsible for the person-centred delivery of Guide Dog's CAS or SISS services ensuring regional/country and national service consistency in collaboration with colleagues. • Work with key collaborative partners to augment, promote, develop and deliver these services, ensuring dependencies both external (i.e contracts) and internal (dog supply chains) are managed as applicable to meet their objectives and targets. • Lead the team to proactively identify and resolve areas of concern in standardisation and process application, systematically resolving to meet agreed internal and external service standards. • Ensures feedback and the voice of our customers is utilised to achieve continuous improvement. • Support the Regional Leadership Team to identify, and implement funding opportunities or joint collaborative working in the sector for our services. • Works closely with safeguarding team members to embed safe practices in front line service delivery, ensuring customers of our services receive appropriate escalation, and processes in line with our safeguarding policies and procedures, adhering to action plans as advised.
2	<p>Managing Staff and lead volunteers –</p> <ul style="list-style-type: none"> • Provide first-line leadership to staff teams, managing and developing a high performing operations team. • Develop team working, knowledge-sharing and promote professional best working practice. • Working with other professionals as required (internal or external), enable supervision to staff who may have specialist responsibilities (e.g. rehabilitation / guide dog training / habilitation) as appropriate. • Manages recruitment and staff resourcing in the team to ensure service delivery targets are met and operational performance is achieved, coordinating any technical trainee requirements and/or development needs of staff is supported in team.

	<ul style="list-style-type: none"> • Ensure that strong volunteer and employee engagement is achieved through active listening and effective leadership. • Responsible for performance management of operational staff members in accordance with Guide Dogs policies and processes. • Responsible for managing staff and volunteers adhering to safeguarding within Guide Dogs policy and procedure, ensuring all team members adhere to training and process compliance.
3	<p>Planning and strategy –</p> <ul style="list-style-type: none"> • Plans a defined staged delivery plan within their service area for the team, working collaboratively with internal and external stakeholders to ensure a cohesive and customer driven plan is in place to deliver current and future needs, in line with the Regional / Country objectives and targets and aligned with national goals • Supports planning of long-term (e.g. 5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders. • Monitor and evaluate against key performance indicators, ensuring targets are met and variances are understood and managed. • Ensures appropriate resources are available to deliver the plan, meeting the needs of people with sight loss and their families. • Work collaboratively with other internal and external professionals to plan delivery of services as necessary. • Support the Regional Leadership Team in developing and implementing change management concepts to enable strategic objectives to be operationalised.
4	<p>Quality Assurance –</p> <ul style="list-style-type: none"> • Ensure that national (organisational / statutory / federation) standards are met and maintained through evaluation and engagement, providing a consistent, person-centred, high quality service to people with sight loss and their families. • Monitor and respond to feedback to ensure needs are met and continued improvement achieved. • Problem solve and initiate any service improvements needs for the team, sharing best practice with the Region/Country and nationally as appropriate.

	<ul style="list-style-type: none"> • Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards.
5	Financial Focus – <ul style="list-style-type: none"> • Ensures that operations staff and volunteers support fundraising where appropriate. • Support the Regional Leadership Team to ensure all relevant aspects of the operations budget is monitored and team expenditure against that budget is compliant and maximises efficiencies.
6	Personal Development - Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

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

Values and Behaviours

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

- 1 Dedicated to superior quality
- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

1. Conducts themselves in a manner appropriate to a management role
2. Communicates effectively in different situations and at different levels

3. Manages individual and team performance to deliver results
4. Creates a team environment which promotes wellbeing and maximises personal effectiveness
5. Contributes outside of their immediate team
6. Understands and applies policies and procedures appropriately

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	<p>Extensive experience and proven ability to work safely with adults, children and young people with developed understanding of both issues affecting all vulnerable groups</p> <p>Demonstrates excellent verbal and written communication skills.</p> <p>Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory and/or voluntary sectors.</p>	<p>Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment</p> <p>Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable</p> <p>Experience of working in any the following settings:</p> <ul style="list-style-type: none"> - education - health and social care - police/probation

	<p>Proven experience of planning and delivering person-centred services to meet the needs of adults, children and young people with sight loss and their families.</p> <p>Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.</p> <p>Demonstrates developed organisational, planning and time management skills.</p> <p>Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact</p>	
Previous relevant experience	<p>Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people</p> <p>Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers)</p>	<p>Experience of professional supervision of staff working with children with complex needs.</p> <p>Experience of handling safeguarding concerns within a service delivery setting</p>

	Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved	
Knowledge	<p>Knowledge and understanding of effective management protocol</p> <p>Knowledge of models of person-centred service delivery to adults, children, young people and their families</p> <p>Knowledge of current legislation in regard to safeguarding</p>	<p>Knowledge of current legislation, policy and research relating to people with sight loss and/or disability</p> <p>Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.</p>
Qualifications/ Training	Management qualification or equivalent relevant experience	<p>Professional qualification e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehabilitation</p> <p>Training for instructing guide dog partnerships</p>
Special requirements (such as travel /overnight stays)	<p>Travel within the Region/Country will be required, alongside occasional overnight stays for national meetings throughout the UK</p> <p>Able and willing to travel extensively throughout the team area for operational service delivery needs.</p>	

	Ability to work occasional evenings and weekends to meet the service need.	
Other	<p>Dogs are located on all our office sites. Dog free spaces are available but limited.</p> <p>Must be able to complete duties comfortably with dogs in/or nearby the workplace.</p>	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

The post holder is required to carry out other such duties as may reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs always 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: 5

DATE OF EVALUATION: 30th April 2019 (updated)

Job Description: Operations Support Coordinator

Vacancy Operations Support Coordinator
Salary GBP £17,879 to £18,931 per annum pro rata
Job Type Grade 2
Category Fixed Term Contract- Part Time
Closing Date 22/11/2019
Date Posted 14/11/2019
Reference 0000034911
Location Leeds
Region Yorkshire and Humber

General Information

Job Title:
Operations Support Coordinator

Team:
England

Department:
Operations

Directorate:
Operations

Job Location:
Shrewsbury

Reports To:
Operations Support Supervisor or Operations Support Manager

Number of Direct Reports:
None

Number of Volunteer Reports:
As required to support the administration function

Budgetary Responsibility in Pounds:
None
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
Enhanced DBS check

Overall Purpose

To provide a wide range of administrative and support to the functions within the community team and/or regional centre while helping to ensure the team office environment is a pleasant and inviting place to work.

To enable team effectiveness by supporting the operational teams in administrative tasks, to ensure operational delivery is successful, maintaining paper and computer based systems and support any operations activity as required for the community team or regional centre to succeed.

Deliver a person-centred service for anyone contacting Guide Dogs and specifically our customers, volunteers and supporters, gaining core information about each client to ensure their needs and goals are met.

Key Accountabilities of the Role

	Key Accountability
1.	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.
2.	Act as the first point of contact for the customer journey, using a person-centered approach to capture baseline circumstances and aspiration, facilitating the introduction to service specialists and

	where/when appropriate support referrals both internally and externally.
3.	Support and coordinate planning and provisions in relation to any CAS and SIS service related activity undertaken by team staff (e.g. customer visits / dog movements / partnership training / classes / documentation and equipment).
4.	Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations.
5.	Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to): <ul style="list-style-type: none"> a. Incoming and out-going post b. Site & staff Health and Safety c. Raising purchase orders & expense requisitions d. General communications to be sent to mass groups externally e.g. mail shots and invitations to regional/ community level events. e. Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.) f. Stock maintenance for office materials / site provisions / dog health provisions (as requested)
6.	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.
5.	Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
6.	Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences.
7.	Liaises with volunteers as required to support volunteer managers resolve their query.

8.	Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports, including support of dog settlement when requested/appropriate.
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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.

Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We encourage all our people to actively participate in continuous professional development (CPD).

Values and Behaviours

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

Open
Passionate
Innovative

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs
3. Is committed to quality and service
4. Understands how Guide Dogs operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Highly motivated towards a delivering a person-centred service. Evidence of dealing with confidential issues	

	<p>sensitively and with total integrity.</p> <p>Positive, team player, who is a self-starter and uses initiative to complete tasks.</p> <p>Able to work effectively and flexibly under pressure.</p> <p>Good interpersonal skills.</p> <p>Self-motivated.</p> <p>Effective time management skills.</p>	
Previous relevant experience	Experience in a customer service role, and/or office/administration role.	<p>Experience of working with volunteers</p> <p>Lived experience of vision impairment (either self or direct family member)</p>
Knowledge	Computer literate with a good knowledge of Microsoft Office packages. Excellent keyboard skills	Knowledge of Salesforce or CARE database
Qualifications/ Training	Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent)	N/A
Special requirements (such as travel /overnight stays)	Many of our offices will open at 7.30 and close at 6pm – this role may need to accommodate working hours on a shift basis to facilitate opening and closing times	N/A
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to	From time to time you may be asked to support / volunteer your time at

	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.	Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

GRADE OF POST: 2

DATE OF EVALUATION: 22/08/2019

****End of document**