



INTERNAL JOB VACANCIES

16th October 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	
Fundraising Special Projects Officer	Central Office	18/10/2020	Internal
Digital Fundraising Innovation Partner	National	18/10/2020	Internal
National Service Controller	National	23/10/2020	Internal
National Head of Adult Services	National	23/10/2020	Internal
Operations Standards Assistant	National	23/10/2020	Internal
National Dog Training Lead	National	23/10/2020	Internal
Support Dogs Lead	National	23/10/2020	Internal
Service Development Assistant	National	23/10/2020	Internal
Digital Information, Advice and Guidance Content Producer	Central Office	18/10/2020	Internal
Digital Information, Advice and Guidance Delivery Manager	Central Office	18/10/2020	Internal
Head of Skills Information and Support Services (SISS)	North East	23/10/2020	Internal
Volunteering Coordinator	Belfast	18/10/2020	External
Email Marketing Producer	South East	18/10/2020	External

Guide Dogs Information Line Manager	National	18/10/2020	Internal
Guide Dogs Information Line Supervisor	National	18/10/2020	Internal
Canine Assisted Partnership Specialist	Atherton	23/10/2020	Internal
Finance & Planning Manager	Burghfield Common-Central Office	18/10/2020	Internal
Supply Planner	Various Locations	18/10/2020	Internal
Supply Chain Manager	Various Locations	18/10/2020	Internal
Performance Reporting Manager	Burghfield Common-Central Office	18/10/2020	Internal
Committed Giving Administrator	Central Office	18/10/2020	Internal
Committed Giving Campaign Executive - Retention	Central Office	18/10/2020	Internal
Face to Face Officer	Central Office	18/10/2020	Internal
Face to Face Executive	Central Office	18/10/2020	Internal
Supporter Care Advisor	Central Office	18/10/2020	Internal
Guide Dogs Information Line Advisor	National	23/10/2020	Internal
SISS Operations Manager	Home Based-North West	18/10/2020	Internal
Operations Volunteering Officer	North West	23/10/2020	Internal
Canine Assisted Partnership Specialist	Bristol	23/10/2020	Internal
Operations Volunteering Officer	Midlands	23/10/2020	Internal
Operations Volunteering Officer (CAS)	Scotland & NI	23/10/2020	Internal

Operations Volunteering Officer (CAS)	North East	23/10/2020	Internal
Operations Volunteering Officer (CAS)	South East	23/10/2020	Internal
Operations Volunteering Officer (CAS)	South West and Wales	23/10/2020	Internal
Trainee Guide Dog Trainer	Forfar	23/10/2020	Internal
Trainee Guide Dog Trainer	Shrewsbury	23/20/2020	Internal
Trainee Guide Dog Trainer	Newcastle	23/10/2020	Internal
Trainee Guide Dog Trainer	Leeds	23/10/2020	Internal
Trainee Guide Dog Trainer	Nottingham	23/10/2020	Internal
Trainee Guide Dog Trainer	Leamington	23/10/2020	Internal
Trainee Guide Dog Trainer	Bristol	23/10/2020	Internal
Trainee Guide Dog Trainer	Bristol	23/10/2020	Internal
Trainee Guide Dog Trainer	Exeter	23/10/2020	Internal
Trainee Guide Dog Trainer	Reading	23/10/2020	Internal
Trainee Guide Dog Trainer	Cardiff	23/10/2020	Internal
Dog Wellbeing Operations Manager	North East	23/10/2020	Internal
Training and Behaviour Advisor	Reading	23/10/2020	Internal
Dog Wellbeing Technician	Shrewsbury	23/10/2020	Internal
Finance Planning, Reporting and Systems Manager	Burghfield Common - Central Office	23/10/2020	Internal

Trainee Guide Dog Trainer	Bristol	23/10/2020	Internal
Dog Wellbeing Specialist	Northern Ireland	23/10/2020	Internal
Dog Wellbeing Specialist	Forfar	23/10/2020	Internal
Puppy Development Advisor	Midlands	25/10/2020	Internal
Guide Dog Trainer	Forfar	23/10/2020	Internal
Dog Wellbeing Technician	Leeds	23/10/2020	Internal
Dog Wellbeing Technician	Newcastle	23/10/2020	Internal
Puppy Development Advisor	South West	23/10/2020	Internal
Puppy Development Advisor	South West	23/10/2020	Internal
Puppy Development Advisor	North East	23/10/2020	Internal
SISS Operations Manager	North West	25/10/2020	Internal
Puppy Development Advisor	North West	25/10/2020	Internal
Canine Assisted Partnership Specialist	Atherton	23/10/2020	Internal
Puppy Development Advisor	North West	25/10/2020	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: Fundraising Special Projects Officer

Vacancy	Fundraising Special Projects Officer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Fixed Term Contract- Full Time
Closing Date	18/10/2020
Date Posted	28/09/2020
Reference	0000037599
Location	Central Office
Region	South East

Job Profile

Job Title: Fundraising Special Projects Officer

Directorate: Fundraising

Reports To: Fundraising Special Projects Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 26/6/2020

Overall Role Purpose

The Fundraising Special Projects Officer helps those with sight loss to live the life they choose by developing, launching and managing a gaming/streaming fundraising proposition to the benefit of Guide Dogs.

Key Responsibilities

- Work with the Fundraising Special Projects Manager to develop an insight led, compelling and relevant fundraising proposition based around video gaming/streaming.
- Work with the Fundraising Special Projects Campaign Manager to create a test plan and strategic marketing plan to launch the gaming proposition.

- Manage the overall delivery of campaigns, delivering on time, to budget and maximising response and value, including (but not limited to) direct mail, emails, social and digital media and telemarketing. Write briefs for creative, data, response handling and supporter care. Ensure the approval procedure is adhered to and all necessary stakeholders communicated with. Ensure the working budget for the product is kept up to date and proactively managed.
- Work with the Fundraising Special Projects Executive to create and deliver content for campaigns and products, including copywriting and working with internal and external photographers/videographers to deliver engaging content for offline and social media.
- Conduct regular analyses, including post-campaign wrap up reports, and make recommendations towards the strategic direction of campaigns and supporter journey improvement.
- Take personal responsibility for seeking innovative new ways to promote the product and communicate with supporters. This will include supporting the Fundraising Special Projects Manager to source new suppliers specific for the target audience and work with compliance to bring them on board.
- Manage suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost.
- Work directly with the Digital Team and/or the relevant agencies to ensure product specific delivery of campaign content.
- Ensure that digital content for the campaigns on the Guide Dogs website and product social media is monitored for performance, updated for optimisation and fully compliant.
- Work with other Guide Dogs teams to ensure the smooth delivery of Fundraising Special Projects activity and to promote the team positively within the organisation.

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: Part of the Committed Giving team within Individual Giving, which delivers up to £46 million gross income for Guide Dogs and responsible for delivering individual campaign income targets as set out in the annual plans.

Assets Managed: None

Budget Accountability: Contributes towards team expenditure budgets of up to £4million and deliver up to £2 million gross income into Guide Dogs. Contribute to the future income through the development, planning and implementation of new and different income streams.

This role shall be responsible for individual campaign budgets as set in the annual plan.

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 GCSE grade C or above in Maths and English or equivalent.

Desirable

- Degree or equivalent.
- Diploma in Fundraising and/or Marketing or equivalent.

Job-Related Experience

Essential

- Demonstrable experience in a direct marketing environment, delivering a variety of projects across a variety of channels simultaneously.
- Experience in managing project spend and working with a number of different internal teams.
- Experience of working with external suppliers.
- Experience and/or working knowledge of video gaming arena. Understanding of the demographics, target audience, platforms and mechanisms.

Desirable

- Experience of working in the charity sector.
- Experience in line management or coaching of a colleague.

Knowledge

Essential

- Demonstrable understanding of direct marketing principles and techniques and of briefing and interpreting analysis.

Desirable

- Demonstrable knowledge of PCI, Data Protection Act, Gambling Act 2005, Charity Commission and Institute of Fundraising Good Practice.

Skills and Competencies

Essential

- Proven organisational skills.
- Able to maintain a number of projects simultaneously.
- Excellent interpersonal and communication skills.
- Good level of literacy and numeracy skills.
- Proficient in the use of Microsoft Office including Excel, Word and PowerPoint.
- Proven creative, copywriting and analytical skills.

Desirable

- Customer journey development.
- Supporter centric approach.
- Ability to think proactively and propose solutions to problems.

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.

Mobility

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

Job description: Digital Fundraising Innovation Partner

Vacancy	Digital Fundraising Innovation Partner
Salary	GBP £44365 to £46973 per annum
Job Type	Lead Professional
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	28/09/2020
Reference	0000037600
Location	National
Region	United Kingdom

Job Profile

Job Title: Digital Fundraising Innovation Partner

Directorate: Fundraising

Reports To: Director of Fundraising

Matrix Reporting To: Head of Digital

Disclosure Check Level: None

Date created/last reviewed: 18/08/2020

Overall Role Purpose

The Digital Fundraising Innovation Partner helps people with sight loss to live the life they choose by actively monitoring the external environment and influencing and challenging teams on the adoption of technology as part of fundraising growth. This role will ensure that with the adoption of technology we gain new supporters, increased donations and value for money from our digital fundraising.

Key Responsibilities

- Through the application of technology and online trends, you will influence strategic change to drive optimal performance and delivery of fundraising objectives. Monitoring the sector and latest developments you will advise the Fundraising Management Team of potential new sources of revenue, donor acquisition, prospecting and ways to improve the donor experience
- Work with the Directorate leadership and management team, being the point of expertise for all digital areas, offering advice, support and insight in relation to different fundraising streams
- Build and maintain influential, inclusive and collaborative relationships with the Head of Digital and the IS Business Partner, acting as a fundraising consultant to enable cross-working to deliver strategic plans and objectives
- Partner with outside organisations to deliver third-party technical solutions, co-ordinating with Digital and IS where required

- To co-ordinate with the IS Business Partner to ensure that Fundraising has a 'road-map' of technical and digital solutions
- Work with Fundraising teams to bring together Digital Marketing results across the piece to ensure cross-team learning is gathered
- Be accountable for ensuring that all data pools are utilised for most effective cross-sell, pulling together learnings from across all pools and product promotions
- Assist the Fundraising Management team through analysing and improving digital performance and capability through the interpretation of business KPIs, management data, internal and external benchmarking information and external best practice
- Work with the IS Business Partner to assist with delivery of smaller projects and third-party solutions, 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 Fundraising strategy, providing digital input, working closely with senior IS and Digital and Fundraising colleagues and functional specialists and challenging when required
- Act as an effective escalation point for all issues connected with digital and technical projects and work with the IS Business Partner to ensure they are resolved

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:	Responsible for developing plans for the infrastructure to help deliver Fundraising's £120m pa budget
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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

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 or experienced Technology/Digital Professional with significant experience
- Degree or experience in Computer Science, Data Analytics or related area.
- Qualification or proven experience 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 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 Project management methodologies.
- A detailed understanding of the Digital landscape and across the range of Digital disciplines
- Commercial thinking to drive value from digital investment
- Experience in formulating and implementing strategy.
- A sound understanding of tools and technics to influence partners across all levels of the organisation, and flexibility to apply these in different circumstances

Skills and Competencies

Essential

- Broad and up to date knowledge of Digital Marketing today
- Commercial/business acumen
- Able to build highly effective and collaborative working relationships
- Persuasive and credible influencing skills
- Strong customer service focus and flexibility
- Ability to think strategically and understand 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
- Able to coach Directors and senior managers on the use and application of technology.
- Excellent writing and presentation skills
- Can demonstrate the ability to turn the strategy into action and to ensure the organisation moves forward
- Delivers projects and programmes which achieve the required results
- Ensures that core activities run effectively and produce good quality outcomes
- 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.
- **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: National Service Controller

Vacancy	National Service Controller
Salary	GBP £60,971 - £64,019 per annum
Job Type	Senior Leader
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037573
Location	National
Region	United Kingdom

Job Profile

Job Title: National Service Controller

Directorate: Operations

Reports To: Director of Service Development

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The National Service Controller helps people with sight loss to live the life they choose by working in partnership with Senior Managers and Senior Leaders across Operations and other directorates to ensure all service plans for delivery and development are overseen at a national level. They will be accountable for ensuring all plans deliver the required outputs, with mitigation/improvement plans as required for success both at a regional delivery and development level, escalating risks to Directors as necessary.

Key Responsibilities

- Establishing an accountability framework for improvement of service delivery and development, ensuring this is embedded within operations.
 - Enable a national picture and maintain oversight of key deliverables in services delivered regionally and nationally
 - Enable a national oversight of key service development deliverables that enable new services and service improvement at a regional/local level
 - Ensure all critical improvements required to enable effective service delivery are prioritised within the service improvement plan, including consideration of the end to end customer journey and dog journey.
 - Establish a framework of accountability for all deliverables through effective review points, standardised templates and meetings and ensure an audited record of RAID. Holding key leaders to account for improvement.
- Work in partnership with Supply Chain Manager to ensure alignment of mitigation/improvement plans nationally and regionally for all services.
 - Ensure all improvements in service delivery considers and aligns to the supply chain for dogs, staff and volunteers.
 - Escalate issues as needed to Service Development and Directors as appropriate and ensure improvements to national processes and end to end journeys for customers and dogs can be planned and delivered.
- Provide national oversight for delivery and development ensuring any key issues that effective overall team working and performance can be addressed.
- Lead on problem solve for large scale national operational challenges where necessary and as directed, working in partnership with the supply chain, regional and national leaders as required.
- Work alongside Finance planning and reporting, linking in supply chain at a national level to ensure all financial and data reporting activity is in place to enable better improvement in service KPIs.
- Work with Regional Heads of Operations, National Heads of Services and Service Development to ensure all data is accurate, listening to understand the issues and challenging where required, and using this information to inform decisions on service delivery and improvements.

- Acting as deputy to the Director of Service Development where required.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 0

Number of Indirect Reports: 0

Number of Volunteers Supervised: 0

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.

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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's grade C or above in Maths & English (or equivalent).
- Educated to degree level or equivalent level of experience.
- Formal management qualification such as ILM (or equivalent).

Desirable

- Coaching qualification.
- Qualification in change management such as Prosci or APMG

Job-Related Experience

Essential

- Experience working in service delivery; able to understand the challenges of service delivery in large scale complex structures with multifaceted processes, supply chain constraints and points of customer interaction.
- Proven experience in leading successful large-scale cultural change projects by applying change management methodology.
- Extensive experience in a leadership role at a similar level.
- Extensive experience and a proven track record in large scale and complex business improvement.
- Excellent understanding in the use of CRM systems, and how they can be used for process and performance improvement.
Experience of large-scale project/programme management either leading or supporting to successful conclusion.
- Experience of systems leadership of complexity.
- Experience of working within supply chain environments, and an excellent understanding of supply chain planning.
- Experience of successfully delivering complex service/operations planning with an emphasis on engagement and co-production.
- Excellent stakeholder management.
- Evidence of dealing with confidential issues sensitively and with total integrity.

Knowledge

Essential

- A comprehensive knowledge of GDPR regulations.
- A comprehensive knowledge of safeguarding regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- A comprehensive knowledge of industry standard improvement methodology and application in an operations environment
- A comprehensive knowledge of large scale change management/improvement and planning

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Highly motivated towards delivering a service user/customer focussed outcomes.
- Proficiency in the operation of CRM systems to enable effective deep dive analysis of data where required to support root cause analysis.
- An analytical mind with excellent problem-solving skills.
- Excellent organisational and multi-tasking abilities.
- Can demonstrate excellent stakeholder management skills, and able to manage the expectations of customers and recognise when to escalate issues to a higher level.
- A team player with strong leadership skills, and able to take an inclusive and collaborative approach.
- Process driven, with background of achieving efficiency through cooperation and innovation.
- Comprehensive planning skills to enable workforce, service and operations plans, supported by continuous professional development
- Process management and Process improvement methodologies.
- Comfortable to challenge the status quo and a track record in achieving results through consensus and co-production.
- Tenacious, resilient and driven to achieve results.

- Can conduct impact analyses, assess change readiness and identify key stakeholders. Proven ability to coach and engage senior leaders.
- Has excellent listening skills.

Desirable

- Experienced in report building from CRM databases.

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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: National Head of Adult Services

Vacancy	National Head of Adult Services
Salary	GBP £54,414 - £57,133 per annum
Job Type	Senior Leader
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037574
Location	National
Region	United Kingdom

Job Profile

Job Title: National Head of Adult Services

Directorate: Operations

Reports To: Director of Service Development

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Adults

Date created/last reviewed: 10/08/2020

Overall Role Purpose

The National Head of Adult Services helps people with sight loss to live the life they choose by leading on the national standards, provision and improvement of the adult services portfolio so that they deliver excellence in providing enhanced skills, information and support for adults with sight loss and their family and friends.

Key Responsibilities

- Ensure national standards of delivery for Orientation and Mobility are in place and reviewed accordingly in line with professional standards.

- Ensure services within the adult's portfolio meet the outcomes required by customers.
- Ensure that standards, processes and guidance for the delivery of all adult services are in place. This includes My Sighted Guide, Life Skills, and preparing people for a Guide or Companion Dog.
- To ensure Guide Dogs are a leading provider of Orientation and Mobility and volunteer-led services externally, representing the organisation as needed and sharing key learnings from the field with Guide Dogs.
- To be the lead in Adult Services for blind and partially sighted people and support other internal functions where needed, such as campaigning, policy and marketing.
- Ensure technology is embedded into the core skills of all operational personnel and technology is built into training pathways for technical staff and inductions for service personnel.
- Maintain a birds-eye perspective on the needs of blind and partially sighted adults and families. Work with the policy and campaigns team to ensure these needs inform their work, celebrates successes and embeds best practice.
- Support Continuous Professional Development and training pathways where needed for technical and service delivery staff.
- Support the planning of resources for short, medium and long term working in partnership with the Supply Specialist and Supply Chain Manager.
- Work in partnership with finance to ensure all budgets set for services align to workforce plan requirements and developments of the service and to monitor and manage the budget spend accordingly.
- To standardise all services for Adults to enable maximum effectiveness of resources and outputs.
- Embed a framework of continuous improvement. Work in partnership with delivery teams to identify best practice, embedding this across teams to improve consistency and outcomes.
- Ensure every service has the right operating standards in place that can be measured (safety, timeliness etc), with supporting material such as correct guidance and process maps.
- Ensure all changes to services are mapped through the Customer Journey by working with the Service Design Manager.
- Ensure all elements of the Adult portfolio meet safeguarding requirements, monitoring compliance and working with Operations and/or Safeguarding to ensure best practice.

- Ensure all processes and standards are compliant with governance from a legal, safeguarding, health & safety and insurance perspective.
- Work alongside Regional Heads of Operations and regional leadership and planning to ensure all service delivery plans are achievable.
- Ensure that new services in the Adults offer are delivered and embedded.
- Work in partnership with the Supply Specialist to ensure the right Target Operating Models for all adults' services are in place.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 4 (with scope to increase if required)

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

- Appropriate vocational degree educated or equivalent experience.
- Six Sigma and/or knowledge of Lean/continuous improvement methodology.
- Professional Management training.

Desirable

- Successful completion of a management/ process management qualification.
- A degree or equivalent in Adult People Mobility/Rehabilitation professional qualification.

Job-Related Experience

Essential

- Must have in depth experience in leading and managing service delivery with successful outcomes for people with disabilities, or a background in social care services.
- Substantial track record of effective leadership at senior management level in an organisation of comparable size and complexity.
- Evidence of successful people management.
- Evidence of of succesful project management
- Experience of introducing major new initiatives/services which affect organisational change.
- Considerable experience in leading or managing front line service delivery of highly complex services
- Proven track record in achieving results within a cross functional management role.
- Experience of and commitment to continuous improvement and the ability to act as a change agent with evidence of successful outcomes.
- Experience with lean methodologies.
- An understanding of the principles required for effective financial and budget management.

Desirable

- Experience of working in the sector/not for profit sector.
- Experience of strategy implementation and leading organisational and cultural change initiatives.
- Lived experience of sight loss.

Knowledge

Essential

- Extensive current theoretical and practical knowledge of Adult service delivery and management which has been implemented effectively. Demonstrates commercial astuteness. Computer literate with good knowledge of Microsoft/software packages.

Desirable

- Understanding of charity governance.

Skills and Competencies

Essential

- Excellent communication and interpersonal skills with evidence of having positively inspired, motivated, managed and influenced a range of stakeholders in a changing environment.
- People management experience.
- Organisational skills.
- Problem solving skills.
- Change management.
- Coaching skills.
- Ability to work under pressure and to deadlines with successful outcomes.
- Evidence of effective business planning and project management skills which have delivered on organisational deadlines in line with aims and objectives.

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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Operations Standards Assistant

Vacancy	Operations Standards Assistant
Salary	GBP £21,568 - £22,838 per annum pro rata
Job Type	Support Provider
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037604
Location	National
Region	United Kingdom

Job Profile

Job Title: Operations Standards Assistant

Directorate: Operations

Reports To: reports to National Head of Dog Training Standards

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 02/09/2020

Overall Role Purpose

The Operations Standards Assistant helps people with sight loss to live the life they choose by ensuring that all services/dog training in Operations have the required processes, standards and guidance in place that are easily findable and consistent. This means all standards are available in the Knowledge Hub and they meet the needs of the RADAR framework. They will consult with the quality management team to ensure all produced documentation for service delivery meets the required standard for the organisation.

Key Responsibilities

- Work as a support provider to the dog training team to ensure all improvements, standards, processes and supporting documentation is developed to the right organisational standard and stored in the Knowledge Hub and easily findable by staff, volunteers and managers.
- Review and translate existing service/operations standards/documents that do not meet the required standard, forming part of a centralised repository (Knowledge Hub) as required.
- Support the mapping of all customer, volunteer and staff touchpoints to ensure all the required processes, guidance and standards can be identified, and then plan for their development.
- Support the preparation and/or delivery of workshops to share key guidance and best practice with staff and volunteers to enable sound understanding of operational standards which enable better application within service delivery.
- Work in partnership with the quality management team to enable identification of gaps and risk in core process and guidance. Then support the National Head of Dog Training, Dog Training Lead and Puppy Development Lead to develop required standards/guidance.
- Ensure all processes and standards are compliant with governance from a legal, safeguarding, health & safety and insurance perspective.

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 (to update)

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.

Job-Related Experience

Essential

- Experience in a customer service role, and/or office/administration role.
- Experienced in writing guidance and standards.

Desirable

- Completing basic H&S risk assessments.
- 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:

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- **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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: National Dog Training Lead

Vacancy	National Dog Training Lead
Salary	GBP £34,688 - £36,729 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037605
Location	National
Region	United Kingdom

Job Profile

Job Title: National Dog Training Lead

Directorate: Operations

Reports To: National Head of Dog Training

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 13/08/2020

Overall Role Purpose

The National Dog Training Lead helps people with sight loss to live the life they choose by leading the development and delivery of ethical training of all dogs in training, with the aim of maximising as many dogs to become guide dogs or other support dogs.

Key Responsibilities

- Lead work to standardise, maintain and improve standard operating procedures relating to dog training, then embed nationally through effective working with Training and Behaviour Consultants/Advisors
- Develop clear intake standards for all pups, working closely with the National Puppy Development Lead to ensure the standards

and transition pathways align and all service opportunities can be maximised for guide dogs, companion dogs and buddy dogs.

- Ensure all stages of training have clear standards and criteria that enable effective training across the organisation maximises success rates and ensures minimum safety standards.
- Working with other colleagues in Canine Affairs to ensure Guide Dogs' reputation for appropriate training and ethical treatment of stock is maintained.
- Ensure all training improvements are in line with our operational principles ensuring every dog counts.
- Liaise with regional operations, including Training and Behaviour Consultants / Advisors to ensure delivery of high-quality training is in delivered.
- Responsible for using critical information to develop continual improvement plans for dog training which support the national operational structure for dog training and improves customer outcomes.
- Support the design and implementation of new processes which aid efficiency, quality, time and/or improve the likelihood of partnership success.
- Responsible for core processes and practices owned within dog training; accountable for ensuring that all documentation is complete, up to date and accurate.
- Ensure all areas of development are mapped through the end-to-end dog journey and are supported by the necessary approvals, standards, processes and guidance.
- Work in partnership with Learning & Organisational Development to support Continuous Professional Development and training pathways where needed for technical and service delivery staff.
- Work in partnership with the Support Dogs Manager, Guide Dog Partnerships Lead, Rehoming Lead and National Puppy Development Lead to ensure consistency and collaboration within all elements of our canine services.
- Responsible for coordinating the sharing of best practice between regional operational teams, facilitating opportunities for national cross learning.

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:

Assets Managed:

Budget Accountability:

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 always be expected to advocate for Guide Dogs 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 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

- GCSEs in Maths and English at grade C and above or equivalent.

Desirable

- Qualification as a guide dog mobility instructor.
- Certification as a clinical animal behaviourist or veterinary behaviourist.
- Appropriate vocational degree educated or equivalent experience.
- Successful completion of a management/ process management qualification.

Job-Related Experience

Essential

- Proven experience with the canine training and behaviour fields.
- Proven track record in achieving results within a cross functional management role.
- Demonstrable experience in delivering successful project outcomes.

Knowledge

Essential

- Demonstrable, theoretical and practical knowledge of canine training and behaviour.
- Demonstrable knowledge of tools and techniques relating to process management, lean and supply chain management.

Desirable

- Understanding of charity governance.
- Knowledge of Guide Dogs systems and processes.

Skills and Competencies

Essential

- Excellent communication and interpersonal skills with the ability to inspire, motivate, manage and influence a range of stakeholders in a changing environment.
- Excellent organisational skills, working under pressure and to deadlines.
- Strong business planning skills.

Desirable

- Proven ability of implementing strategy and leading organisational and cultural change initiatives.

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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Dogs Support Lead

Vacancy	Support Dogs Lead
Salary	GBP £34,688 - £36,729 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037606
Location	National
Region	United Kingdom

Job Profile

Job Title: Support Dogs Lead

Directorate: Operations

Reports To: National Head of Canine Services

Matrix Reporting To: None

Disclosure Check Level:

Date created/last reviewed:

Overall Role Purpose

The Support Dogs Lead helps people with sight loss to live the life they choose by leading on the provision of support dog services for children and adults with sight loss. They will create national standards for explaining the application process, all information for potential customers, and the training and placement of dogs into caring homes. They will ensure a smooth customer journey, resulting in high levels of satisfaction.

Key Responsibilities

- Develop national standards for creating support dog partnerships and ensuring these standards are embedded across the organisation for all companion and buddy dog services.

- Work in partnership with delivery teams to identify better ways to deliver to more customers, embedding this across teams to improve consistency and outcomes, with consideration of the Operations Principles at all times.
- Work in partnership with our service development team and digital team to ensure all elements of the customer journey are mapped and deliver effectively ensuring a great customer experience that maximises resources.
- Ensure Guide Dogs are a leading provider of canine supported services externally, representing the organisation as needed.
- Supporting Continuous Professional Development and training pathways where needed for service delivery staff.
- To be the lead in support dog services and support other internal functions as needed, such as fundraising, campaigning, policy and marketing.
- To standardise all support dog services to enable maximum effectiveness of resources and outputs.
- Embed a framework of continuous improvement in the service, acting on user insight to drive improvements and efficiencies.
- Work in partnership with the Rehoming Lead and other standardised training Leads to ensure consistency and collaboration within all elements of our canine services.
- Working with other colleagues in Canine Affairs to ensure Guide Dogs' reputation for appropriate training and ethical treatment of stock is maintained.
- Ensure the right operating standards are in place that can be measured (safety, timeliness etc), with supporting material such as correct guidance and process maps.
- Ensure all changes to services are mapped through the Customer Journey in conjunction with the Service Development Manager.
- Ensure that all elements of the support dogs offer meet safeguarding requirements, monitoring compliance and working with Operations and/or Safeguarding to ensure best practice.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: One

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability:

Assets Managed:

Budget Accountability:

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 (to update)

Education/Qualifications

Essential

- GCSE's in Maths and English at Grade C and above, or equivalent.
- Appropriate vocational degree educated or equivalent experience.

Desirable

- Professional Management training.
- Professional relevant qualifications.
- Successful completion of a management/ process management qualification.

Job-Related Experience

Essential

- Evidence of successful people management.
- Considerable experience in leading or managing service delivery, especially canine related service delivery.
- Proven track record in achieving results within a cross functional management role.
- Delivering successful project outcomes.
- Proven track record in service improvement and/or development
- Experience of working in the sector/not for profit sector.

Desirable

- Lived experience of sight loss.

Knowledge

Essential

- Extensive current theoretical and practical knowledge of service management.
- Thorough knowledge of systems and processes relating to providing support dogs to customers.
- Knowledge and experience of process and process improvement

Desirable

- Understanding of charity sector.
- Working effectively with volunteers.

Skills and Competencies

Essential

- Excellent communication and interpersonal skills with the ability to inspire, motivate, manage and influence a range of stakeholders in a changing environment.
- Excellent organisational skills
- Works well under pressure and to deadlines.
- Business planning skills.
- Project management

Desirable

- Experience of strategy implementation and leading organisational and cultural change initiatives.
- Service development experience
- Customer journey mapping
- Marketing experience

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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Service Development Assistant

Vacancy	Service Development Assistant
Salary	GBP £21,568 - £22,838 per annum pro rata
Job Type	Support Provider
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037607
Location	National
Region	United Kingdom

Job Profile

Job Title: Service Design Assistant

Directorate: Operations

Reports To: Service Design Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 04/09/2020

Overall Role Purpose

The Service Design Assistant helps people with sight loss to live the life they choose by supporting all service development work to enable the effective delivery of the customer experience and services across Operations. They will support the planning, development and gather user insight needed to effectively develop new services or better ways to deliver services that meet the needs of a diverse customer base and enable the best possible provision for blind and partially sighted people.

Key Responsibilities

- Work alongside our Service Development Specialists who are responsible for ensuring the right services are developed for people with sight loss and that best meet their needs.

- Use service design methodology to map out processes and service developments, to ensure that the customer's experience of services is good.
- Support with evaluation of how customers use our existing services and understand what's most important to them to ensure that any changes or improvements will meet customer need.
- Support the design of new services ensuring they are user-centred, feasible and viable both now and in the future.
- Support the facilitation of all workshops or other UCD methodologies and develop supporting information, reports and presentations.
- Work with customers and colleagues to co-produce all our services.
- Work alongside the customer insight team in Marketing to enable effective use of customer panels and user groups as needed.
- Support with thorough analysis of user insight data, draft recommendation reports and deliver presentations as needed to the business and teams.

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

- GCSE's in Maths and English grade C and above or equivalent.

Desirable

- Degree educated in improvement/services/service development.
- Additional qualifications in services design or development.

Job-Related Experience

Essential

- Office/customer facing experience.
- Experience of customer insight and service development work
- Experience facilitating workshops/user groups discussions
- Experience using user centred design tools

Desirable

- Working in the third sector.
- Improvement methodologies: Lean, Six Sigma etc.

Knowledge

Essential

- An understanding of customer relations.
- Computer literate with a good
- Knowledge of Microsoft Office packages word, excel, PowerPoint as a minimum.

Desirable

- Understanding of charity sector.
- An understanding of the capabilities of technology on service delivery and improvement
- Lived experience of sight loss.

Skills and Competencies

Essential

- Commercial astuteness.
- Effective planning and project management skills with the ability to set and work to personal, team and organisational deadlines.
- Excellent interpersonal skills and the ability to work in a fast-changing environment.
- Strong written and oral communication skills including presentation skills.
- Excellent organisational skills, a natural completer finisher.
- Works well under pressure and can deliver 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.

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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: Digital Information, Advice and Guidance Content Producer

Vacancy	Digital Information, Advice and Guidance Content Producer
Salary	GBP £34,688 to £36,729 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	30/09/2020
Reference	0000037615
Location	Central Office
Region	South East

Job Profile

Job Title: Digital Information, Advice and Guidance Content Producer

Directorate: Marketing, Digital and Influencing

Reports To: Digital Information, Advice and Guidance Delivery Manager

Matrix Reporting To: Director of Service Development

Disclosure Check Level: None

Date created/last reviewed: 18/8/2020

Overall Role Purpose

The Information, Advice and Guidance Content Producer helps people with sight loss to live the life they choose by providing Digital information and support services for people with sight loss and their family and friends.

Key Responsibilities

- Work closely with, and deputise for the Digital Information, Advice and Guidance Delivery Manager

- Responsible for the production of high-quality Information, Advice and Guidance content for multiple Digital touchpoints. This will necessitate:
 - Gaining a deep understanding of customer needs from multiple research sources
 - Collaborating with subject matter experts to ensure that they produce the relevant information within project timescales
 - Work closely with the Brand Content and Design teams, to ensure that all content produced is fit for purpose and shared for re-use
 - Briefing all parties who will produce and build content, ensuring that the assets are produced, tested and built on time and to quality
 - Producing assets as required e.g. Digital copy, photography, video, Knowledge Base FAQs for Call Centre, social media brief and conversation for Lucybot (Voice and Webchat)
 - Ensuring that all assets are packaged, communicated and provided to the relevant teams within agreed timescales
- Work collaboratively with Subject Matter Experts, Customers and Digital Development to ensure that information is kept up to date, fresh and developed with the voice of the customer
- Working with stakeholders in Operations and the Digital Delivery team, support the content prioritisation, delivery and update process for all Services content
- Develop an understanding of the sector and changes in customer needs including information on accessibility standards and ways in which Guide Dogs can communicate to customers through multiple technology channels.
- 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: 0

Number of Indirect Reports:

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None
Budget Accountability: >£150k

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.

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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

- Degree or equivalent-level qualification/experience

Desirable

- Relevant professional qualifications, e.g. IDM or CIM

Job-Related Experience

Essential

- Demonstrable experience of high-quality Digital content production, including excellent web copywriting skills
- Proficient in photography, video and editing packages
- Experience in writing and communicating effective briefs
- Evidence of successfully delivering in a matrix organisation
- Strong project management experience

Desirable

- Experience of delivering accessible Digital solutions
- Experience of conversation design and artificial intelligence
- Digital agency background

Skills and Competencies

Essential

- Person-centred content development, including:
 - Demonstrable understanding of what great Digital content is, and how to create it. Strong copywriting and Digital user experience skills
 - Solid understanding of Digital user experience, metrics, SEO, Brand and Services Marketing, content and design, to enable close and effective working relationships with lead professionals and agencies
 - Outstanding stakeholder management to support excellent working relationship with subject matter experts, ensuring that the information they provide is rich, relevant and usable
 - Outstanding project management and planning skills

- Communication and interpersonal skills with the ability to inspire, motivate, manage and influence a range of stakeholders in a changing environment.
- Organisational skills, along with excellent problem solving and coaching skills and an ability to work 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: Digital Information, Advice and Guidance Delivery Manager

Vacancy	Digital Information, Advice and Guidance Delivery Manager
Salary	GBP £54,414 to £57,133 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	30/09/2020
Reference	0000037616
Location	Central Office
Region	South East

Job Profile

Job Title: Digital Information, Advice and Guidance Delivery Manager

Directorate: Marketing, Digital and Influencing

Reports To: Head of Digital

Matrix Reporting To: Director of Service Development

Disclosure Check Level: None

Date created/last reviewed: 18/8/2020

Overall Role Purpose

The Information, Advice and Guidance Delivery Manager helps people with sight loss to live the life they choose by providing Digital information and support services for people with sight loss and their family and friends. Using extensive Digital experience to define and deliver the Digital Information, Advice and Guidance, collaborating with and leading subject matter experts in both Services and Digital disciplines.

Key Responsibilities

- Via a programme of ongoing Customer and Market Intelligence (research, Customer feedback, web analytics, SEO analysis) identify the information, advice and guidance that people with sight loss, their friends and family need to live the lives they choose.
- Responsible for defining, planning and delivering the full Digital Information, Advice and Guidance plan:
 - Use a combination of Digital service design & delivery, content marketing, and a sound working knowledge of SEO and Digital development, collaborate with in-house and 3rd party Digital specialists to deliver best in class Digital information and services
 - Use outstanding stakeholder management and a clear understanding of Digital service excellence, to ensure that the information, advice and guidance that we provide works for both the customer and the organisation
 - Ensure that audiences and content are prioritised to deliver maximum benefit as early as possible, ensuring the achievement of annual Digital service targets.
- Collaborate with colleagues in Service Development and Digital Delivery to design and continuously optimise Customer journeys, to ensure a well-integrated, excellent overall customer experience
- Accountable for planning and ensuring the delivery and continual refresh of all Services content, working with stakeholders in Operations to prioritise work and Digital to deliver it
- Work closely with the Digital Analyst to ensure that robust and actionable metrics and sentiment analysis are continually monitored.
- Work closely with Technology Business Partners and Digital Delivery Manager to understand the Services Technology delivery plan and use that information as an input to the IAG plan.
- Ensure a 2-way sharing of metrics and intelligence between Digital, Call Centre and face to face service delivery, to enable a holistic view of IAG service performance. Ensure that any feedback about Digital services through other service channels is captured and included in analysis.
- Work closely with colleagues in the Social Media team, to ensure that all feedback is collated, shared and acted upon, and that the team have the information they need to respond positively and proactively to all enquiries
- Follow a person-centred approach, ensuring that the correct range of channels and optimal set of assets are used for each content

area. Collaborate closely with colleagues in the IAG Programme, Service Development, Services Marketing and Communications to ensure that each area has the content and assets they need

- Manage the Digital Information, Advice and Guidance Content Producer and through them ensure that all content created is of the appropriate standard. Provide feedback and coaching as appropriate, to ensure an excellent Digital customer experience.
- Work collaboratively with Subject Matter Experts, Customers and Digital Development to ensure that information is kept up to date, fresh and developed with the voice of the customer
- Develop an understanding of the sector and changes in customer needs including information on accessibility standards and ways in which Guide Dogs can communicate to customers through multiple technology channels.
- Research best practice to generate new ideas and innovative ways to deliver information to customer.
- 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: 1

Number of Indirect Reports:

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: >£150k

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

Person Specification

Education/Qualifications

Essential

- Degree or equivalent-level qualification/experience

Desirable

- Relevant professional qualifications, e.g. IDM or CIM
- Successful completion of a process management qualification
- Successful completion of a project management qualification, Agile ideally

Job-Related Experience

Essential

- Experience of delivering and leading excellent Digital services as key components of an integrated service offering
- Experience of delivering large-scale Digital content projects, working with a Digital Delivery and Marketing teams, internal stakeholders and 3rd party Marketing agencies
- Evidence of successfully delivering in a matrix organisation
- Experience of continuous improvement and the ability to act as a change agent.

Desirable

- Experience of strategy implementation and leading organisational and cultural change initiatives
- Experience of delivering accessible Digital solutions
- Experience of conversation design and artificial intelligence

Skills and Competencies

Essential

- Person-centred content development, including:
 - Creating research briefs and working with research professionals to obtain research and interpret results
 - Demonstrable understanding of what great Digital content is, and how to create it. Strong copywriting and Digital user experience skills

- Clear understanding of Digital user experience, metrics, SEO, Brand and Services Marketing, content and design, to enable close and effective working relationships with lead professionals and agencies
- Outstanding stakeholder management to support excellent working relationship with subject matter experts, ensuring that the information they provide is rich, relevant and usable
- Outstanding project management and planning skills
- Communication and interpersonal skills with the ability to inspire, motivate, manage and influence a range of stakeholders in a changing environment.
- Organisational skills, along with excellent problem solving and coaching skills and an ability to work under pressure and to deadlines.

Behaviours

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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.

Job Description: Head of Skills Information and Support Services (SISS)

Vacancy	Head of Skills Information and Support Services (SISS)
Salary	GBP £44,365 to £46,973 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	01/10/2020
Reference	0000037617
Location	North East
Region	North East

Job Profile

Job Title: Head of Skills Information and Support Services (SISS)

Directorate: Operations

Reports To: Regional Head of Operations (RHO)

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 02/10/2018

Overall Role Purpose

The Head of Skills Information and Skills Services helps people with sight loss to live the life they choose by leading the delivery of regional adult, children and young people's services to support people with sight loss and their families within their region.

Key Responsibilities

Leadership

- To lead, inspire and motivate staff and volunteers to ensure regional delivery of SIS services. Maximise individual and team

potential through active commitment to coaching and training at all levels.

- Remain visible and engaged across all Community Teams and Regional Centre within the Region, facilitating regular meetings. Actively contribute to the regional SLT, seeking to learn and share best practice to enable regional excellence.
- Actively manage delivery, quality, processes, and cost to help us to continually improve services throughout the Region in line with the 5-year plan

Continuous improvement and data analysis

- Continually improve quality and delivery of SIS services through analysis of stakeholder feedback and other appropriate data/information.
- Accountable for ensuring Region teams deliver SIS services to national standards and frameworks, paying special attention to Quality, Cost, Delivery and People (QDCP).
- Work with service development colleagues to embed, validate and improve best methods of service delivery and processes within the SIS services and other supporting functions.

Planning

- Develop and deliver SIS service operations plans, maximising resources and talent to enable effective service delivery in the Region.
- Support the RHO to plan and execute cross regional service planning, ensuring all SIS services remain stable and timely

Financial

- Review expenditure of SIS services across the Region ensuring that services are delivered effectively and within budget to quality standards, delivery and cost metrics. Analyse and optimise work flow across the Region to ensure the team operates in the most cost-efficient manner.
- Work with programme funding and fundraising teams as appropriate to identify new, and maintain ongoing, funding sources to support the sustainability and growth of SIS services.
- Support the RHO in financial management of the Region's budget.

Compliance

- Ensure that all staff in the Region adhere to the organisations policies, reporting requirements, and procedures. Support the

RHO to develop localised risk assessments for the Regional Centre and Community Teams. Pay special attention to: health and safety; safeguarding; diversity; data protection; and financial procedures amongst others.

Communication and Engagement

- Support the RHO on all aspects of local and regional stakeholder engagement, public relations and staff communications as well as utilising the skills within the team to develop local engagement actions.
- Engage with key partners and stakeholders using intel to find ways to reach more people with sight loss with SIS services
- Support national initiatives that have a regional impact and relevance

Commitment to 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).

Breadth/Scope of Accountability

Number of Direct Reports: 3 to 7; responsible for 30 - 75+ staff

Number of Indirect Reports: Specify number of matrix staff reports

Number of Volunteers Supervised: Responsible for 100 – 175+ volunteers

Annual Income Accountability: Delivery within defined annual income and expenditure budgets

Assets Managed: Notes on any other resources and assets managed by this role

Budget Accountability: £1m - £1.5m; management of multiple externally funded project budgets up to £1m

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

- Management qualification or equivalent relevant experience.
- Six sigma and/or knowledge of continuous improvement methodology.
- GCSE's in Maths and English minimum grade C or equivalent

Desirable

- A level or degree educated

Job-Related Experience

Essential

- Proven track record in leading and performance managing a multi-skilled / multidisciplinary team of staff working with vulnerable adults and children and young people, to achieve results balancing local needs against national priorities.
- Experience of developing and delivering a range of people centred services to external customers.
- Experience of working in the third sector.
- Experience of introducing major new initiatives/services which affect organisational change.
- Working with local government on campaigns, improvement of services. Proven experience of budget management.
- An understanding of customer relations and meeting the needs of a variety of customers.
- An understanding of the principles required for effective financial management.

Desirable

- Experience of managing and working with services for blind or partially sighted people.
- A lived experience of sight loss.
- Qualification working Children and Young People.

Knowledge

Essential

- Computer literate with a good knowledge of Microsoft Office packages.
- Understanding of supporter recruitment and management.
- An understanding of the Visually Impaired sector.
- A solid understanding of the safeguarding competencies of the organisation due to the nature of the services provided and requirements for delivering commissioned contracts to standards set out in Section 11 of the Children Act 2004.

Desirable

- Understanding of supporter recruitment and management.
- An understanding of the Visually Impaired sector

Skills and Competencies

Essential

- Excellent organisational skills, working under pressure and to deadlines.
- Able to lead on internal and external communications with effective public speaking and presentation skills.
- Experience in working with the media with a range of communication techniques.
- Excellent interpersonal skills with the ability to inspire, motivate and collaborate with a range of stakeholders.
- Commercial astuteness.
- Experience of managing and working with Children and Young Peoples services

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.

Frequent travel within the region will be required, alongside occasional overnight stays for national meetings throughout the UK.

Job Description: Guide Dogs Information Line Manager

Vacancy	Guide Dogs Information Line Manager
Salary	GBP £34,688 - £36,729 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037575
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Manager

Directorate: Operations

Reports To: Regional Head of Operations

Matrix Reporting To: Operations

Disclosure Check Level: Enhanced

Date created/last reviewed: 20/08/2020

Overall Role Purpose

The Guide Dogs Information Line (GDIL) Manager helps people with sight loss to live the life they choose by shaping the way we can support more blind and partially sighted people, their friends and families by delivering virtual information, advice and guidance. Leading a team covering Adult, CYP and Dog Care and welfare services, utilising multiple contact channels including telephony, web enquiries, email and novel solutions this role will ensure that we are able to react and evolve our services to meet the changing needs of the people we serve, ensuring we remain person centred, utilising the skills and expertise across the organisation to deliver service excellence.

Key Responsibilities

- Lead and manage the day-to-day delivery of the Guide Dogs Information Line, ensuring the highest standard of customer care is delivered in a person-centred way by completing call monitoring and regular employee development.
- Manage the recruitment, development and performance of the Information Line team, ensuring high quality delivery and consistent customer service.
- Work with colleagues in Dog Wellbeing, Adult Services and Children & Young People's Services to ensure all Information Line content is accurate and up-to-date, upskilling the team GDIL where required. Liaise with Heads of services to ensure any changes to their service are reflected in the Information Line content.
- Workforce planning to ensure adequate coverage of all areas of the Information Line (Dog Wellbeing, Adults, CYP), including the delivery of First Conversations.
- Support the development of the new information line, working to continuously improve the service.
- Work with internal partners, including Operations, Marketing, Digital, to promote and develop the Information Line, both within the organisation and externally.
- Proactively identify and resolve issues quickly, efficiently and with a professional manner, to agreed internal and external service standards and in line with internal complaints procedures.
- Ensure the right operating standards are in place that can be measured (safety, timeliness etc), with supporting material such as correct guidance and process map, to embed a practice of continuous improvement.
- Monitor and evaluate the Information Line service against key performance indicators, ensuring service level agreements are met. Identify trends or opportunities for improvement.
- Contribute to the Information, Advice & Guidance business plan as required, to meet Guide Dogs' overall strategy.
- Ensure that all elements of the Information Line offer meet safeguarding requirements, monitoring compliance and working with Operations and/or Safeguarding to ensure best practice.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 3

Number of Indirect Reports: Up to 25
Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None
Assets Managed: None
Budget Accountability: up to £500k

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

- BSc/BA in business administration or relative field (or equivalent work-related experience)
- Supervisory or management qualification (ILM, NEBS or NVQ 4) or equivalent

Desirable

- Certified accreditation in customer service

Job-Related Experience

Essential

- Proven experience of managing a remote team in a call centre / helpline / administrative environment, dealing with a high volume of calls (at least 20,000 per year).
- Experience of embedding new services and their continuous improvement
- Evidence of dealing with confidential issues sensitively and with total integrity.
- Working in a person-centred environment across children and adults' services.
- Experience of training, developing and leading a team of at least 20 staff or volunteers.
- Experience of creating an inclusive work environment for people with a disability.
- Stakeholder management to ensure the service delivers in line business requirements.

Desirable

- Experience or knowledge of dog wellbeing issues.
- Broad experience within the 3rd sector in a wide range of services.
- Project Management qualification or sound understanding of project management methodologies.
- Lived experience of vision impairment (either self or direct family member).

Knowledge

Essential

- A comprehensive knowledge of GDPR.
- In-depth knowledge and understanding of office management procedures.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, Teams etc.
- Use of Telephony monitoring software.

Desirable

- Health & Safety / compliance monitoring experience.

Skills and Competencies

Essential

- Highly motivated towards a service user/customer-focused service.
- Experience of handling budgetary and performance management data.
- Proficiency in the operation of CRM systems.
- An analytical mind with problem-solving skills.
- Excellent organisational and multitasking abilities.
- Able to manage the expectations of customers and recognise when to escalate issues to a higher level.
- A team player with leadership skills, and ability to coach and develop team members.
- Process driven, with background of achieving efficiencies through enabling more effective system maps.

Desirable

- Experienced with Salesforce and/or CARE CRM systems.
- Experienced in report building from CRM databases.

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

Regular travel throughout the region (one regional journey per week is likely) and occasionally travel outside region to attend national meetings where overnight stay may be necessary.

Job Description: Guide Dogs Information Line Supervisor

Vacancy	Guide Dogs Information Line Supervisor
Salary	GBP £21,568 - £22,838 per annum
Job Type	Team Leader
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037576
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Supervisor

Directorate: Operations

Reports To: Guide Dogs Information Line Manager

Matrix Reporting To: N/A

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

Overall Role Purpose

The Guide Dogs Information Line Supervisor helps people with sight loss to live the life they choose by providing day to day supervision of the Guide Dogs Information Line Advisors within a given specialism; dog wellbeing, children and young people or adults. The supervisor also supports person-centred operational delivery of the line by providing virtual information, advice and guidance via telephone, email and web enquiry forms. They ensure that operational delivery is successful through the administration of rotas.

Key Responsibilities

- Provide effective line management, guidance, training and development to empower the Guide Dogs Information Line Advisors, creating a knowledgeable and efficient team.
- Support the Guide Dog Information Line Manager with administrative or support duties as needed to enable the smooth running of the team.
- Advise the Guide Dog Information Line Manager of any issues that affect the ability to follow a process or procedure, as well as passing on constructive feedback which could lead to potential improvements in the frequently asked questions (FAQ) database.
- Deal with routine calls, emails and web enquires, ensuring they are proficiently handled and referred to the relevant internal specialists where appropriate.
- Ensures callers are responded to in a professional manner and information provided is accurate. This involves a rounded knowledge of Guide Dogs services, information, advice and guidance across children and adults' services and dog wellbeing.
- Be a subject specialist in at least one of the following areas, handling calls referred by other members of the team: Children & Young People's Services, Adult Services, Dog Wellbeing.
- Use initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Ensures caller information is promptly and accurately entered and updated onto the GDIR database.
- Work with the Guide Dog Information Line team to proactively share knowledge and review frequently asked questions (FAQs), ensuring growth as a group.
- Deal with first level of complaints management in a calm, professional manner.
- Monitor team resources regularly to ensure Service Level Agreements are met.
- Continually improve knowledge and actively participate in continuous professional development (CPD), both of general services, information, advice and guidance and within their specialist area.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 10

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.

Job Description: Canine Assisted Partnership Specialist

Vacancy	Canine Assisted Partnership Specialist
Salary	GBP £34,688 to £36,729 per annum pro rata
Job Type	Specialist Professional
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037580
Location	Atherton
Region	North West

Job Profile

Job Title: Canine Assisted Partnerships Specialist

Directorate: Operations

Reports To: Head of Canine Assisted Partnerships

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 19/03/2020

Overall Role Purpose

The Canine Assisted Partnerships Specialist helps people with sight loss to live the life they choose by supporting the design, develop and deliver a range of canine assisted services that enable people who are visually impaired to meet a wide range of personal goals, from improving health and wellbeing, increasing self-confidence and encouraging interaction in the wider community and so reducing the isolation and impact of living with sight loss.

They ensure that the right dog for each role and then deliver training to customers or volunteers so that they get the very best benefit from their canine assistant or companion. This will include enabling volunteers to promote our work through canine assisted activities to improve education, community engagement and fundraising.

Canine Assistance Partnership Specialists will continue to deliver the new services as the subject matter expert, embedding and implementing them across our network of regional centres, working closely with our dogs, our customers and their families, and our volunteers.

Key Responsibilities

Delivery of the service

- To assist in the design, development and delivery of our new Canine Assisted Services.
- To identify, complete the assessment of and partner our dogs to meet agreed customer outcomes.
- To work closely with our other services to agree appropriate person centric outcomes and then match the right dog at the right time to the right client or volunteer to achieve these outcomes.
- To plan, create and deliver engaging regional workshops across the UK to deliver a range of goal-orientated interventions that use partnership with a trained dog to improve the health and wellbeing of people with a vision impairment.
- To provide ongoing support and advice to the new partnership to ensure successful outcomes are achieved.
- To train and support a team of volunteers responsible for boarding training dogs allocated to you or your team.
- Deliver training to the volunteers that work with Ambassador Dogs so that they can support engagement and fundraising events to increase awareness, public education and income generation.

Continuous Improvement

- To keep abreast of and share literature, ideas and best practice to ensure that we continuously improve the way we work and how we support our customers.
- To support the design and implementation of new processes which aid efficiency, quality and/or improve all new canine assisted services.
- To support the Canine Assisted Services Manager in providing ongoing evaluation and continual improvement for new canine assisted services.

- To support in standardising, maintaining and improving written, video and practical guidance to ensure that all the associated staff / volunteers / customers share a standardised approach.

Record Keeping

- To ensure that all documentation and relevant data is complete and up to date in line with Guide Dogs Data protection policy, procedures and standards.

Communication

- To represent the canine assisted services internally and externally ensuring maximum opportunities for people with sight loss, and the wider public to enjoy the benefits of canine assisted interventions
- To ensure that customers are aware of the policies and procedures relating to responsible dog ownership and through education and training can demonstrate an ability to understand and care for the dog's needs and welfare.

Other

- Any other activities relevant to the role that will enable people who are blind or partially sighted and their families to enjoy the benefits of a dog. To be aware of opportunities to signpost to other relevant services related to CYP (Children and Young People).
- 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: Flexible

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 post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent).

Desirable

- Project Management qualification.
- Management qualification.

Job-Related Experience

Essential

- Extensive experience in a supervisory role.
- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

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).
- Clear understanding and experience of safeguarding.

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Supervision of others – in either a coaching or developing capacity.
- Highly motivated towards delivering a person-centred service.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- 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 handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
- Able to work effectively to achieve agreed Service Level Agreements.
- Accurate data entry skills.
- Able to work effectively and flexibly under pressure.
- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Self-motivated.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.

Desirable

- Line management skills
- Project management 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

Occasional travel to other guide dog locations within region. 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.

Job Description: Supply Planner

Vacancy	Supply Planner
Salary	GBP £44,365 to £46,973 per annum pro rata
Job Type	Lead Professional
Category	Fixed Term Contract- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037602
Location	Various Locations
Region	National

Job Profile

Job Title: Supply Planner (People)

Directorate: Business and Finance Services

Reports To: Supply Chain Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 11/09/2020

Overall Role Purpose

The Supply Planner helps people with sight loss to live the life they choose by creating and updating workforce demand plans based on SISS services and proposed interventions to ensure we recruit and develop the best people in the right numbers to deliver life changing services.

Key Responsibilities

- Create and maintain short, medium and long-range plans that identify the demand for employees and volunteers and skill levels needed to meet our intervention targets by service (Target Operating Model (TOMs)).

- Using the demand driven by the TOMs, create detailed workforce requirements taking into account skills mix, training requirements and lead times.
- Agree with Director of Service Development key high level commissioning principles for the organisation along with contract KPI's for all services as required, to enable all local/regional contracts to align to these KPI's and ensure all workforce plans reflect this high level commissioned services plan.
- Communicate these plans with HR Business Partners, Learning & Organisational Development, Services and Dog Supply to ensure that recruitment and training plans meet the requirements of the workforce
- Work closely with Volunteering to ensure that future volunteer requirements fit with our volunteering strategy and planning and are in line with volunteering processes and requirements.
- Works closely and in partnership with Regional Heads of Operations and National Heads of Services to understand all service plans to enable sound people planning which meets requirements for all services.
- Work in partnership with the finance & planning to ensure budgets and forecasts reflect latest workforce plans and all productivity measurements are tracked and monitored.

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

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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 (to update)

Education/Qualifications

Essential

- GCSE's in Maths and English grade C and above or equivalent.

Desirable

- Degree in relevant field or experience gained through working in service design and/or project management.

- Formal project management qualification such as PRINCE or equivalent.

Job-Related Experience

Essential

- Proven experience of Project Management using standard methodologies and processes is essential.
- Data manipulation/analysis
- Evidence of extensive planning capability and use of planning tools.
- Evidence of developing and maintaining programme cohesive and co-ordinated implementation plans.
- Strong communicator at all levels.
- Experience in successful communications to varied target audiences.
- Strong report writing, presentation development and comfortable presenting to large and senior leadership audiences.
- Knowledge of access technology.

Desirable

- Experience in budget management and supporting administrative processes.
- Previous experience in the charity sector.
- Experience of working with volunteers and / or working in a voluntary sector organisation.

Knowledge

Essential

- Evidence of high Level of IT Literacy with advanced skills in Microsoft office skills, including excel and PowerPoint.
- In depth knowledge of planning and reporting methodologies
- Knowledge of process improvement and Lean methodologies

Desirable

- Working knowledge of visual impairment or disability.

Skills and Competencies

Essential

- Ability to identify and map business processes.
- Evidence of successfully managing a project to achieve results.
- The job holder will be required to be both creative and analytical with good problem-solving skills.
- Ability to analyse data and develop simple solutions.
- Positive team player, flexible, thorough, uses initiative, able to work effectively under pressure and self-motivated with effective time management skills.
- Demonstrates excellent communication and interpersonal skills.
- High level of organisational skills and ability to prioritise competing projects.
- Can provide evidence of a proactive approach to problem solving.
- Data analysis on digital and traditional platforms.
- Comfortable challenging the status quo.

Desirable

- Demonstrates proven ability to influence others.
- Demonstrates commercial awareness and an understanding of charity governance.

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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Supply Chain Manager

Vacancy	Supply Chain Manager
Salary	GBP £54,414 to £57,133 per annum
Job Type	Lead Professional
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037603
Location	Various Locations
Region	National

Job Profile

Job Title: Supply Chain Manager

Directorate: Business & Finance Services

Reports To: Chief Financial Officer

Matrix Reporting To: Director of Operations

Disclosure Check Level: None

Date created/last reviewed: 16/09/2020

Overall Role Purpose

The Supply Chain Manager helps people with sight loss to live the life they choose by being accountable for all aspects of planning the Guide Dogs Supply Chain and ensuring long term planning for all people resources (including volunteers) to deliver life changing services.

Key Responsibilities

- Management of the planning of the Guide Dogs Supply chain including partnership planning, wait time/demand, dog flow and resource management – dogs and service-related roles.

Long term Capacity Planning

- Analyse, review and recommend the required capacity to successfully deliver guide and support dog partnerships during the strategic period.

- Responsible for ensuring that targets set are realistic, clearly owned and are reflective of known operational and strategic challenges such as succession planning, location management etc.
- Work in partnership with service development and operations teams to scenario plan the impact of strategic service development on all key resources.
- Responsible for the supply planning processes for Material Resource Planning (MRP) and Master Production Schedule (MPS) at both regional level and aggregated to national level.
- In association with National Service Controller and National Service leads, embed rolling plans in line with Guide Dogs 5 year planning cycle requirements, incorporating known factors which affect volume and output.
- Ensure data integrity through planning stages to ensure best utilisation of assets.
- Identify productivity improvements at all stages of the planning cycle to embed new ways of working in a continuous improvement approach.

Reporting

- Working with the Finance, Planning and Analysis and Operations teams, define, develop and manage KPI's to support all supply chain and dog partnership production activities as required.

Leadership

- Be the SME, providing coaching and strategic direction to all levels of staff in relation to production methodology and processes.
- Coach and influence the organisation to understand the principle of supply chain management and ensure they are applied effectively.
- Consult with service development to understand and review the impact of changes to quality standards to support better planning and management
- Improve the understanding across the organisation of cause and effect of constraints in the supply chain and embed as core function.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 1

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

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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

- GCSE's grade C or above in Maths & English, or equivalent.
- Relevant professional certification or equivalent experience.

Desirable

- Educated to degree level in a relevant field e.g. Supply Chain Management/ Logistics/ Operation.

Job-Related Experience

Essential

- Experience in working in supply chain management; able to manage the expectations of the customer and recognise when to escalate issues to a higher level.
- Proven experience with complex planning, forecasting and product lifecycle programs.
- Change Management experience, wither delivering a substantial transformation or change of delivery approach to an organisation.
- Relationship management and people management experience.
- Previous experience of 3rd party sector management
- Evidence of dealing with confidential issues sensitively and with total integrity.
- Involvement in leading or supporting projects to successful conclusion.
- Extensive experience in a management role at a similar level.
- Experienced in the use of CRM systems.
- Experience of large-scale project management
- Experience of systems leadership of complexity

Desirable

- Experience with Product Development and understanding of product life cycles.

Knowledge

Essential

- Sound knowledge of supply chain processes and procedures including planning, demand, and replenishment processes
- A comprehensive knowledge of GDPR regulations.
- A comprehensive knowledge of safeguarding regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- A comprehensive knowledge of Lean improvement
- A comprehensive knowledge of project management and planning

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Highly motivated towards a service user/customer focussed service.
- Proficiency in the operation of CRM systems.
- An analytical mind with problem-solving skills.
- Excellent organisational and multitasking abilities.
- Able to manage the expectations of all aspects of the supply chain
- A team player with leadership skills.
- Process driven, with background of achieving efficiencies through enabling more effective system maps.
- Process management and Process improvement methodologies
- Comfortable to challenge the status quo
- Tenacious and driven to achieve results

Desirable

- Experienced with Salesforce and/or CARE CRM systems.
- Experienced in report building from CRM databases.

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

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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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Operations Standards Assistant

Vacancy	Operations Standards Assistant
Salary	GBP £21,568 - £22,838 per annum pro rata
Job Type	Support Provider
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	30/09/2020
Reference	0000037604
Location	National
Region	United Kingdom

Job Profile

Job Title: Operations Standards Assistant

Directorate: Operations

Reports To: reports to National Head of Dog Training Standards

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 02/09/2020

Overall Role Purpose

The Operations Standards Assistant helps people with sight loss to live the life they choose by ensuring that all services/dog training in Operations have the required processes, standards and guidance in place that are easily findable and consistent. This means all standards are available in the Knowledge Hub and they meet the needs of the RADAR framework. They will consult with the quality management team to ensure all produced documentation for service delivery meets the required standard for the organisation.

Key Responsibilities

- Work as a support provider to the dog training team to ensure all improvements, standards, processes and supporting documentation is developed to the right organisational standard

and stored in the Knowledge Hub and easily findable by staff, volunteers and managers.

- Review and translate existing service/operations standards/documents that do not meet the required standard, forming part of a centralised repository (Knowledge Hub) as required.
- Support the mapping of all customer, volunteer and staff touchpoints to ensure all the required processes, guidance and standards can be identified, and then plan for their development.
- Support the preparation and/or delivery of workshops to share key guidance and best practice with staff and volunteers to enable sound understanding of operational standards which enable better application within service delivery.
- Work in partnership with the quality management team to enable identification of gaps and risk in core process and guidance. Then support the National Head of Dog Training, Dog Training Lead and Puppy Development Lead to develop required standards/guidance.
- Ensure all processes and standards are compliant with governance from a legal, safeguarding, health & safety and insurance perspective.

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

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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 (to update)

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.

Job-Related Experience

Essential

- Experience in a customer service role, and/or office/administration role.
- Experienced in writing guidance and standards.

Desirable

- Completing basic H&S risk assessments.
- 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.

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.
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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

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- 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. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

Job Description: Performance Reporting Manager

Vacancy	Performance Reporting Manager
Salary	GBP : £34,688 - £36,729 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037608
Location	Burghfield Common - Central Office
Region	South East

Job Profile

Job Title: Performance Reporting Manager

Directorate: Business & Finance Services

Reports To: Financial Planning Reporting and Systems Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 11/09/2020

Overall Role Purpose

The Performance Reporting Manager helps people with sight loss to live the life they choose by providing timely data tracking all key areas of service delivery so that Guide Dog's ensures it is meeting its performance targets. This role needs to understand the drivers of performance, be knowledgeable on historic performance versus targets, and work with management to improve performance cost effectively into the future.

Key Responsibilities

- Own the preparation of monthly performance pack datasets and agree sign off with relevant Directors.

- Developing robust leading KPIs with the business that can be tracked and focus on and measure delivery of service targets and productivity.
- Agree targets with Operations management that provide an element of challenge, with clear ownership and escalation points
- Work in partnership with National Service Controller, target owners and Financial Planners to capture and report on success of mitigation plans for any KPIs out of tolerance and relationship between performance and financials.
- Work with target service owners and Supply Chain to identify productivity improvement opportunities.
- Build and maintain influential, inclusive and collaborative relationships with the areas to which they are assigned.
- Support the business to develop credible, articulate business cases with clearly defined outputs and ensure these improvements are tracked by being reflected in future performance KPI and targets.
- Work with other senior finance colleagues to continually review, simplify and improve the organisation's reporting and KPI tracking processes.
- Deliver performance insight and education to non-financial colleagues to improve the efficiency and effectiveness of service delivery throughout the organisation.

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

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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

- GCSE's grade C or above in Maths & English (or equivalent).
- To be able to confidently deal with complex financial and technical disclosure standards.

Desirable

- None

Job-Related Experience

Essential

- Experience of a planning environment.
- Evidence of developing reports at operational, tactical level
- Demonstrated experience and understanding of the impact of change.
- Evidenced experience of influencing the business to make sound decisions
- Demonstrated knowledge and understanding of financial and organisational/business context
- Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.

Desirable

- Experience with the third or charity sector

Knowledge

Essential

- Sound knowledge of planning and reporting practices and understanding of tools and techniques to influence and partner across all levels of the organisation and flexibility to apply these in different circumstances.
- Experience in CRM reporting /systems reporting
- Experience of computer based reporting systems.
- Understanding of the general ledger and its feeder systems and coding structures.

Skills and Competencies

Essential

- Interpersonal skills
 - Ability to build highly effective and collaborative working relationships with all levels of the organisation.
 - Ability to communicate complex technical issues in a simple way to meet the needs of a diverse audience.
 - Strong influencing skills.
 - Negotiation and conflict resolution.
 - Logical and organised approach.
- Technical Skills
 - Ability to think strategically and understand the broader organisational issues.
 - Strong problem solver, using a variety of analytical and influencing techniques to formulate a proposed way forward.
 - Strong modelling and analysis skills, including the use of Excel.
- Management skills
 - Ability to work with a relatively low level of supervision, prioritise and communicate the impact of conflicting demands to ensure deadlines are met.

Desirable

- Ability to work quickly to a high level of accuracy.
- Ability to maintain focus and drive to resolve issues .

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:

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- 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: Committed Giving Administrator

Vacancy	Committed Giving Administrator
Salary	GBP £16,380 to £18,387 per annum
Job Type	Support Provider
Category	Fixed Term Contract- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037610
Location	Central Office
Region	South East

Job Profile

Job Title: Committed Giving Administrator

Directorate: Fundraising

Reports To: Committed Giving Campaign Manager Retention

Matrix Reporting To: Committed Giving Campaign Officer Retention

Disclosure Check Level: Basic

Date created/last reviewed: 15/09/2020

Overall Role Purpose

The Committed Giving Administrator helps people with sight loss to live the life they choose by assisting the delivery of Committed Giving product journeys by fulfilling key administration duties across a range of channels, including social media, direct mail and email, while maintaining policies and procedures at all times.

Key Responsibilities

- Carrying out social media tasks on a daily basis including: administering Sponsor a Puppy Facebook groups; responding to queries raised; and improving engagement across social media platforms

- Fulfilling lottery processes, including: updating weekly winners on website; weekly compliance checks and monthly submissions for Gambling Commission
- Supporting Committed Giving Retention Team with campaigns as required, including Pupdate visits and interviews, proofing, copywriting, and other administration duties
- Facilitating stock procurement for Committed Giving products, accurately monitoring stock levels and responding to any stock-related queries
- Managing day to day relationship with external fulfilment house, liaising with inhouse teams to resolve any queries/issues and facilitating fulfilment invoices in a timely manner
- Working with Supporter Care Team to resolve any queries/issues relating to Committed giving products including supporting with complaints
- Keeping on top of electronic filing and record management, including using a Customer Relation Management (CRM) database system
- 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:

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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 GCSE grade C or above in English and Maths or equivalent.

Desirable

- Educated to A-Level or equivalent.

Job-Related Experience

Essential

- Proven experience of administration in a busy environment.
- Previous exposure to working in a busy environment, with a variety of tasks to deliver within Service Level Agreements.

Desirable

- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.
- Previous experience of working in the charity sector.
- Experience in content production and development.

Knowledge

Essential

- A demonstrable understanding of administrative systems.
- Demonstrable knowledge and proficient use of Microsoft software including standard packages.

Skills and Competencies

Essential

- Excellent organisation, communication and administration skills.
- Able to multi-task and prioritise own workload.
- Able to work effectively to achieve agreed Service Level Agreements.
- A willingness to go over and above to ensure the very best service.
- Able to work unsupervised, but team oriented.

- A willingness to work as part of a team to achieve results.
- Good attention to detail, highly literate with strong creative skills.
- An excellent standard of grammar and spelling and ability to proof read and make corrections.
- Accurate data entry skills.

Desirable

- Able to think proactively and propose solutions to problems.

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

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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

Occasional travel to National Breeding Centre (Leamington Spa) and other Guide Dogs' sites. Occasional UK travel to conferences, meetings or photoshoots in a variety of locations, with very occasional overnight stays.

Job Description: Committed Giving Campaign Executive - Retention

Vacancy	Committed Giving Campaign Executive - Retention
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037611
Location	Central Office
Region	South East

Job Profile

Job Title: Committed Giving Campaign Executive Retention

Directorate: Fundraising

Reports To: Committed Giving Campaign Manager Retention

Matrix Reporting To: Committed Giving Campaign Officer Retention

Disclosure Check Level: None

Date created/last reviewed: 21/08/2019

Overall Role Purpose

The Committed Giving Campaigns Executive Retention helps those with sight loss to live the life they choose by assisting with the delivery of the Committed Giving campaigns across supporter development, delivering on time and to budget, to maximise the number of responses and value to the organisation.

Key Responsibilities

- Manage the day-to-day operations of Committed Giving retention campaigns across marketing channels including but not limited to direct mail, digital and social media, email and telemarketing.
- Measure campaign performance making and implementing recommendations for improving results and processes.

- Write briefs, source case studies and images, write copy, circulate artwork and content for approval, coordinate with internal and external suppliers and manage the agreed campaign budget to ensure internal approval processes are complied with. Ensure final sign-off is agreed with Line Manager prior to implementation.
- Raise purchase orders and manage invoices.
- Maintain up to date and accurate files for all campaigns to enable historic tracking of the performance of each campaign to inform for future activity.
- Undertake post campaign analysis, produce wrap up reports and make recommendations for campaign improvement.
- Work with suppliers to ensure quality work is delivered within the defined schedule and at a competitive cost.
- Work directly with the Digital Team and/or the relevant agencies to ensure product specific delivery of campaign content, referring to both the management of the digital delivery of designated fundraising campaigns, and ensuring that digital content on the Guide Dogs website and product social media pages for products is monitored for performance, updated for optimisation and fully compliant.
- Work with other Guide Dogs teams to ensure the smooth delivery of committed giving activity, and to promote the team positively within the organisation.

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: Part of the Committed Giving team within Individual Giving, which delivers up to £46 million gross income for Guide Dogs and responsible for delivering individual campaign income targets as set out in the annual plans.

Assets Managed: None

Budget Accountability: Contributing to team expenditure budgets of up to £22million and deliver up to £46 million gross income into Guide Dogs, and contributing to the future income through the acquisition of new committed giving supporters into the charity for ongoing stewardship.

This role shall be responsible for individual campaign budgets as set in the annual plan.

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 GCSE grade C or above in English and Maths or equivalent.

Desirable

- Educated to degree/diploma level or equivalent qualification preferably in Fundraising and/or Marketing.

Job-Related Experience

Essential

- Proven experience of working in a busy environment with a successful track record of delivering against competing priorities.
- Previous exposure to working within Marketing and Administration.

Desirable

- Previous exposure to working in the charity sector.
- Demonstrable experience of working within a Direct Marketing team.
- Proven experience of working with a number of different teams and/or suppliers.

Knowledge

Essential

- An understanding of administrative systems.

Desirable

- Demonstrable understanding of the charity sector.
- Demonstrable understanding of direct marketing principles and techniques.

Skills and Competencies

Essential

- Competent in Microsoft Office including Excel, Word and PowerPoint.
- Excellent organisation, communication and administration skills.
- High attention to detail.
- Strong creative and analytical skills.
- Excellent literacy and numeracy skills.

Desirable

- Demonstrable ability to be proactive and problem-solve.

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: Face to Face Officer

Vacancy	Face to Face Officer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037612
Location	Central Office
Region	South East

Job Profile

Job Title: Face to Face Officer

Directorate: Fundraising

Reports To: Face to Face Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 09/09/2019

Overall Role Purpose

The Face to Face Officers helps people with sight loss to live the life they choose by managing the implementation of face-to-face fundraising campaigns (including by third party agencies) in order to generate significant income to support the charity's work, while ensuring full compliance with all the relevant legislation and with Guide Dogs' expected standards.

Key Responsibilities

- Monitor and manage compliance across Face to Face Fundraising both internally & across external suppliers, ensuring best practise targets are exceeded.

- Manage the day to day relationship with external suppliers and the Internal Compliance Executive to ensure quality work is delivered, within the defined schedule and at a competitive cost.
- Continually monitor the industry including regulatory & legislative changes to ensure compliance and best practice at all times.
- Manage external fundraising suppliers day-to-day, including dealing with queries and communication, monitoring performance, analysing results and managing delivery of the campaign within pre-identified targets and budgets.
- Manage Face-to-Face complaints, logging, investigating and monitoring complaint levels. Liaise with Supporter Care to ensure process is optimised.
- Analysis and regular reporting on complaint levels.
- Work with other Guide Dogs teams to ensure the smooth delivery of planned fundraising activity. Ensure all communications are clear and there is visibility of F2F activity across the organisation.
- Input into the Channel Team & wider departmental plans and strategies from a compliance and best practice position to help achieve targets, utilising the face to face stream in conjunction with other areas of Fundraising as and when required.
- 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

- Degree or equivalent.

Desirable

- Fundraising and/or marketing diploma.
- Membership of Institute of Fundraising.

Job-Related Experience

Essential

- Relevant experience in a similar role.
- Managing external suppliers.
- Effectively delivering presentations/information in a concise & effective manner.
- Face-to-face fundraising or tele-fundraising.
- Proven track record on monitoring and managing compliance and best practice.

Knowledge

Essential

- Proven understanding of fundraising industry compliance and best practice
- Understanding of how deliver information effectively

Desirable

- Regulatory & legislative best practice within the fundraising industry - IoF, ICO, Fundraising Regulator, Gambling Act, DPA
- How to deliver effective training and coaching to fundraisers

Skills and Competencies

Essential

- Proven analysis skills.
- Proven organisational skills, able to maintain a number of projects simultaneously.

- Excellent interpersonal and communication skills. Proven skills communicating across different audiences.
- Ability to monitor and analyse performance against key performance indicators.
- Excellent attention to detail.
- Sound judgement to manage and deal with complaints.

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

Central Office. Flexibility is required. The post holder will primarily be based at central office but regular travel will also be expected with occasional overnight stays.

Job Description: Supporter Care Advisor

Vacancy	Supporter Care Advisor
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037614
Location	Central Office
Region	South East

Job Profile

Job Title: Supporter Care Advisor

Directorate: Fundraising

Reports To: Supporter Care Supervisor

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 09/05/2019

Overall Role Purpose

The Supporter Care Advisor helps people with sight loss to live the life they choose by providing a first-class customer service to current and future potential supporters with the aim to maximise retention of existing supporters and grow a long-term supporter base. This role is responsible for answering supporter queries and concerns by phone, email or postal correspondence.

Key Responsibilities

- Ensure supporters are responded to in a professional manner and information provided is accurate. This involves using extensive knowledge of Guide Dogs policies and procedures as well as utilising own initiative to answer queries.
- Use initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Handle complaints in a supportive and diplomatic manner with the aim of achieving the highest level of supporter satisfaction.
- Work together as a team and proactively share knowledge and information to ensure a positive, customer focused working environment.
- Ensure that supporter information is promptly and accurately entered and updated where required on the fundraising database.
- Record supporter donations and sponsor a puppy payment details.
- Work as a team on the collation of relevant information into the working knowledge database and help maintain the accuracy of that information.
- Ensure knowledge of current supporter centric processes and procedures are maintained.
- Advise the supervisor of any issues that affect the ability to follow a process or procedure as well as passing on constructive feedback which could lead to potential improvements.

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 GCSE grade C or above in English and Maths or equivalent.

Job-Related Experience

Essential

- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

Desirable

- Previous exposure to working in the charity sector.

Knowledge

Essential

- Proven understanding of Gift Aid and data protection regulations.

Skills and Competencies

Essential

- Good Microsoft Word, Outlook and Excel skills.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Able to handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
- Good numerical skills to check data and straightforward calculations.

- Able to work effectively to achieve agreed Service Level Agreements.
- Accurate data entry 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: Guide Dogs Information Line Advisor

Vacancy	Guide Dogs Information Line Advisor
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037618
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Advisor

Directorate: Operations

Reports To: Guide Dogs Information Line Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

Overall Role Purpose

A Guide Dogs Information Line Advisor helps people with sight loss to live the life they choose by delivering virtual information, advice and guidance via the Guide Dogs Information line, using a person-centred approach. This includes being a telephone, email and web enquiry operator and delivering the key administrative functions of the Guide Dogs Information Line. The advisor ensures operational delivery of the line is successful and accessible for those that need to access it and is a specialist in either dog wellbeing, children and young people or adults.

Key Responsibilities

- Deals with calls, emails and web enquires, ensuring they are proficiently handled and referred to the relevant internal specialists where appropriate.
- Ensures callers are responded to in a professional manner and information provided is accurate. This involves using extensive knowledge of Guide Dogs services, information, advice and guidance, as well as utilising own initiative to answer queries.
- Uses initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Demonstrates a rounded knowledge of all Guide Dogs services, information, advice and guidance and is a specialist in dog wellbeing, children and young people, or adults.
- Continually improves knowledge and actively participates in continuous professional development (CPD), both of general services, information, advice and guidance and within their specialist area.
- Ensures caller information is promptly and accurately entered and updated onto the Guide Dogs database.
- Works together with the Guide Dog Information Line team to proactively share knowledge and review frequently asked questions (FAQs), ensuring growth as a group.
- Advises the Supervisor of any issues that affect the ability to follow a process or procedure as well as passing on constructive feedback which could lead to improvements in the FAQ database.
- Complaints are recorded and escalated in line with Guide Dogs processes, always maintaining professionalism and diplomacy.

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 post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent).

Job-Related Experience

Essential

- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

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 good skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- 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.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- 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 handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
- Able to work effectively to achieve agreed Service Level Agreements.
- Accurate data entry skills.
- Able to work effectively and flexibly under pressure.
- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Self-motivated.
- Attention to detail and problem-solving skills.
- Effective time management 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

Occasional travel to other sites.

Job Description: SISS Operations Manager

Vacancy	SISS Operations Manager
Salary	GBP £34,688 – £36,729 per annum pro rata
Job Type	Manager
Category	Fixed Term Contract- Full Time
Closing Date	18/10/2020
Date Posted	05/10/2020
Reference	0000037619
Location	Homebased North West
Region	England

Job Profile

Job Title: CAS/SISS Operations Manager

Directorate: Operations

Reports To: Head of SISS Operations / Head of CAS Operations

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed:

Overall Role Purpose

The Operations Manager leads and manages 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.

Key Responsibilities

Service Delivery

- 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 Canine Assisted Services (CAS) or Skills, Information & Support Services (SISS) ensuring regional 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.

Managing Staff and lead volunteers

- Provide first-line leadership to staff team(s), 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)
- 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
- 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.

- Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region and nationally alongside service design teams.

Planning and strategy

- Plans a defined staged delivery plan within their service area for the team(s), 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 (5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders.
- Responsible for planning, managing and delivering the team's(s) operational delivery plan, ensuring activities meet business need and are in line with Guide Dogs strategy, motivating staff and volunteers to deliver exceptional, person-centred services.
- 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.

Quality Assurance

- Ensure that national (organisational / statutory / federation) standards are met and maintained through evaluation and engagement, and a consistent, person-centred, high quality service is provided 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 and nationally as appropriate
- Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards.

Financial Focus

- 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.

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).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 9

Number of Indirect Reports:

Number of Volunteers Supervised: Up to 5

Financial Accountability

Annual Income Accountability:

Assets Managed:

Budget Accountability: None, authorisation levels up to £5,000

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

- Management qualification or equivalent relevant experience.
- Professional qualification (e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehab/GDMI.)

Desirable

- Project Management qualification (Prince-2 or equivalent)

Job-Related Experience

Essential

- Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people.
- Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers).
- Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved. Experience of professional supervision of staff working with children with complex needs. Experience of handling safeguarding concerns within a service delivery setting.
- Knowledge and understanding of effective management protocol Knowledge of models of person-centred service delivery to adults, children, young people and their families.
- Knowledge and experience of ensuring safeguarding compliance within a team.
- Knowledge of current legislation, policy and research relating to people with sight loss and/or disability. Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.

Desirable

- Project Management experience

Knowledge

Essential

- A comprehensive knowledge of GDPR.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Health & Safety / compliance monitoring experience.

Desirable

- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Prezi etc.

Skills and Competencies

Essential

- Extensive experience and proven ability to work safely with adults, children and young people with developed understanding of both child protection issues and the issues affecting all vulnerable groups.
- Demonstrates excellent verbal and written communication skills.
- Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory or voluntary sectors.
- 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.
- Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.
- Demonstrates developed organisational, planning and time management skills.
- Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact.
- Conducts themselves in a manner appropriate to a management role.
- Communicates effectively in different situations and at different levels.
- Manages individual and team performance to deliver results.

- Creates a team environment which promotes wellbeing and maximises personal effectiveness.
- Contributes outside of their immediate team.
- Understands and applies policies and procedures appropriately.

Desirable

- 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.
- Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable.
- Experience of working in any the following settings: - education- health and social care- police/probation.

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.

Travel within the Region will be required, alongside occasional overnight stays for national meetings throughout the UK. Able and willing to travel extensively throughout the team area for operational service delivery needs. Ability to work occasional evenings and weekends to meet the service need.

Job Description: Operations Volunteering Officer

Vacancy	Operations Volunteering Officer
Salary	GBP £21,568 - £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037620
Location	North West
Region	North West

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- 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 8 lead/key volunteers

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's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

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 Volunteering Officer

Vacancy	Operations Volunteering Officer
Salary	GBP £21,568 - £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037622
Location	Midlands
Region	Midlands

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- 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 8 lead/key volunteers

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 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's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

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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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 Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037633
Location	Scotland and NI
Region	Scotland

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

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- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- 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 8 lead/key volunteers

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

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

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.
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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

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

Job Description: Operations Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer
Salary	GBP £21,568 - £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037620
Location	North West
Region	North West

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
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- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- 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 8 lead/key volunteers

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 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's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

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- **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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Safeguarding

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- 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 Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037635
Location	South East
Region	South East

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
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- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- 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 8 lead/key volunteers

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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All employees must also:

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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

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
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- Experience working with CRM databases, and maintaining accurate records.

Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
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Mobility

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

Job Description: Operations Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037636
Location	South West & Wales
Region	South West

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

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Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

Person Specification

Education/Qualifications

Essential

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

Desirable

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Job-Related Experience

Essential

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Knowledge

Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

Skills and Competencies

Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
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- 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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037638
Location	Forfar
Region	Scotland

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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:

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

Person Specification

Education/Qualifications

Essential

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037639
Location	Shrewsbury
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037640
Location	Newcastle
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037641
Location	Leeds
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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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- 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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037642
Location	Nottingham
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
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 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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:

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

Person Specification

Education/Qualifications

Essential

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037643
Location	Leamington
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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.
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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

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

Job Description: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037644
Location	Bristol
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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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- **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.
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- Appropriate motivation to work with vulnerable groups;
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- 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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037645
Location	Bristol
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
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 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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.

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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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

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- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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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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- 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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037646
Location	Exeter
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

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- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

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

Person Specification

Education/Qualifications

Essential

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
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Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
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Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
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- Understanding of safeguarding.

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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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- **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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037647
Location	Reading
Region	England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.

- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Trainee Guide Dog Trainer

Vacancy	Trainee Guide Dog Trainer
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037648
Location	Cardiff
Region	Wales

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

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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

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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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- **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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Safeguarding

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- 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: 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	23/10/2020
Date Posted	05/10/2020
Reference	0000037650
Location	Reading
Region	England

Job Profile

Job Title: Training & Behaviour Advisor

Directorate: Operations

Reports To: Training and Behaviour Consultant/CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 13/03/2020

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 of Guide Dogs' Standardised training for Excellent partnerships process (STEP) to a range of staff across the business.

With support from the regional Training and Behaviour Consultant, the TBA provides expert training and behaviour advice to staff, clients and volunteers, the primary role of this post is to provide training and ongoing support to all staff, trainees and clients responsible for handling and training dogs within the team.

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 devise, lead and facilitate practical workshops and seminars to give staff 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
- 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 local team processes for assessing dog temperament and behaviour in all BAU training, working and withdrawn stock and to develop training plans utilising standardised PRT approaches
- The monitoring of learning outcomes, compliance and skills development of team members and to assist local managers in ensuring our standardised training 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 Guide Dog Trainer. Membership to relevant bodies associated with the animal training and behaviour modification field.
- You will be qualified as either a Guide Dog Mobility Instructor, Guide Dog Trainer or Assistance Dog Trainer/Instructor.

Job-Related Experience

Essential

- Experience of working with canines specifically in relation to the shaping of behaviours and task acquisition relevant to Guide Dogs' and their clients.
- Experience in delivering Guide Dogs' animal assisted services to customers.
- 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 programs with dogs.
- Experience of working with a wide variety of dogs and with varied temperaments.

Knowledge

Essential

- A working knowledge of animal ethology, behaviour, learning theory 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 Dogs production, Guide Dogs' strategic aims and customer's needs.

- Ability to demonstrate sound and up-to-date knowledge of both practical and theoretical animal training and behaviour development techniques
- 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.
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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.

Job description: Dog Wellbeing Technician

Vacancy	Dog Wellbeing Technician
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	06/10/2020
Reference	0000037651
Location	Shrewsbury
Region	England

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 26/8/20

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.
- 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.
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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: Finance Planning, Reporting and Systems Manager

Vacancy	Finance Planning, Reporting and Systems Manager
Salary	GBP £54,414 - £57,133 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	21/10/2020
Date Posted	07/10/2020
Reference	0000037653
Location	Burghfield Common - Central Office
Region	South East

Job Profile

Job Title: Finance Planning, Reporting and Systems Manager

Directorate: Business & Finance Services

Reports To: Head of Finance & Planning

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 01/09/2020

Overall Role Purpose

The Finance Planning, Reporting and Systems Manager helps people with sight loss to live the life they choose by leading a highly-efficient planning and reporting service that provides a holistic view of the financial and operational performance of the Association to the Executive and senior leadership, enabling them to make short- and long-term decisions which ensure best use of the organisation's funds.

Key Responsibilities

- Act as deputy for Head of Finance and Planning.
- Set a sustainable financial strategy to present to the Head of Finance and Planning and Executive Directors that enables the business to deliver optimal long term performance.

- Build and maintain influential and collaborative relationships with the Executive Directors and wider Senior Management team, acting as an internal financial and business consultant to enable the delivery of strategic plans and objectives.
- Responsible for managing the outputs of the planning, budgeting and forecasting and reporting processes.
- Automating the planning cycle to provide fully integrated 5-year plans, budgets and forecasts, introduce rolling forecasting, and streamline the monthly management accounts and manage and enhance operational performance reporting.
- Develop and coach the Planning Managers and the Business Partner to support the business to deliver the strategic objectives of the Five-Year Plan, focusing on delivery of service targets, productivity, efficiency and innovation.
- Develop and coach the Management Accounts team to adopt a continuous improvement approach and provide financial analysis and decision support to the Planning Managers, in addition to the team providing insightful, accurate and timely monthly performance reporting to the organisation.
- Develop and coach Financial Systems team to increase standardised templates and reports to simplify and automate day to day control and tracking, exception reports, monthly reporting, and the budgeting and forecasting process.
- Develop and coach Performance Reporting Manager to work with the Finance & Planning team and provide joined up reporting that captures variation in productivity and inefficiency within service delivery so these can be eliminated.
- Seek innovative solutions, working with the Operational Efficiency Lead to model, benchmark and understand the sensitivity of different operational approaches to provide productivity and cost efficiency opportunities to reduce cost per service.
- 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: Up to 5 direct reports

Number of Indirect Reports: Up to 4 indirect reports

Number of Volunteers Supervised: Up to 2

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: No direct responsibility for a budget but will have significant influence over an operational budget of over £100m income, c. £100m operating expenditure and additional capital expenditure as needed.

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 Finance Professional.

Job-Related Experience

Essential

- Experience across a wide breadth of strategic and financial responsibilities.
- Team leadership and development experience
- Working in various environments.
- Experience and understanding of the impact of change.
- Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.

Knowledge

Essential

- Demonstrated knowledge and understanding of financial and organisational/business context.
- Formulating and implementing strategy.
- Up to date knowledge of financial analysis techniques.
- A sound understanding of tools and techniques to influence and partner across all levels of the organisation, and flexibility to apply these in different circumstances.

Skills and Competencies

Essential

- An ability to think strategically and understand the broader organisational issues, whilst maintaining a clear view of overall priorities.
- Able to build highly effective and collaborative working relationships with Directors.
- Persuasive and credible influencing skills.
- Strong customer service focus.
- Gravitas and ability to influence individuals throughout the organisation, including those at senior management level.

- 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 in order to develop their financial and business management capability.
- Able to present, analyse and interpret complex financial data.
- Tenacity and resilience.
- Excellent business modelling skills.
- Strong spreadsheet skills.
- Flexibility.
- Excellent writing and presentation 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: Trainee Guide Dog Trainer

Vacancy Trainee Guide Dog Trainer
Salary GBP £17,879 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 08/10/2020
Reference 0000037655
Location Bristol
Region England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.

- Train on the job to the required standards, including but not exhaustive:
 - Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

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

- 3 GCSE/O' levels or the equivalent - including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals

- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.
- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.

- Effective presentation skills.
- Understanding of safeguarding.
- Able to demonstrate experience of dog training/ handling.

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.
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Safeguarding

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- 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 Specialist

Vacancy	Dog Wellbeing Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	08/10/2020
Reference	0000037656
Location	Northern Ireland
Region	Northern Ireland

Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

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

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

- 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.

- **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

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

Job Description: Dog Wellbeing Specialist

Vacancy	Dog Wellbeing Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	08/10/2020
Reference	0000037657
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

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
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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.
- **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

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

Job Description: Puppy Development Advisor

Vacancy	Puppy Development Advisor
Salary	GBP £27,500 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	25/10/2020
Date Posted	12/10/2020
Reference	0000037660
Location	Midlands
Region	Midlands

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- 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: Approximately 60 active volunteers, including direct and indirect.

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's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.

- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies 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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role

Job Description: Guide Dog Trainer

Vacancy	Guide Dog Trainer
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	09/10/2020
Reference	0000037661
Location	Forfar
Region	Scotland

Job Profile

Job Title: Guide Dog Trainer (GDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Child and Adult without barred status

Date created/last reviewed: 25/08/2020

Overall Role Purpose

The Guide Dog Trainer helps people with sight loss to live the life they choose by providing technical support and expertise in order to maximise the organisation's productive capacity by providing a wide range of technical and practical support to ensure a full and efficient service to clients. This includes the training of guide dogs in community and regional teams to class standard and elements of volunteer and customer training and support.

Key Responsibilities

Dog training

- Prepare training dogs to the required quality and standard, within the agreed time frames, ahead of delivery to customer and the creating new partnerships process. Contribute regular reviews on the dogs progress and suitability for canine assisted services.
- Assess and continually review the dogs' temperament and behaviour to determine their suitability for canine service roles. Develop detailed knowledge of each dogs' abilities in order to deliver a training programme, either pre-determined or appropriately adapted, where training will include specific development required to meet customer needs as directed.
- Provide support to other technical staff in the team regarding guide dog skills acquisition and experience. This may include blindfold walks, obstacle work, and distraction work.
- Maintain accurate and timely records on any dog inputs using the appropriate business system and completing reports as required.
- Practice and remain current in applying our Standardised Training for Excellent Partnerships training methodologies, ensuring all dogs are supported to the achieved level required for their service direction.

Partnership Support

- Provide timely and relevant inputs for weekly Case Review meetings on progress of training dogs and partnership reviews as necessary, at the direction of team leaders or colleagues.
- Contribute to partnership matching processes identifying indicators for success or risk for failure in the match.
- Where it is requested, support Guide Dog Mobility Instructors with the support and training of partnerships, this may include: delivering theoretical and practical training inputs during creating new partnership process (class), and/or supporting qualified partnerships with inputs and training to maintain success.
- Maintain accurate and timely records on any client inputs using the appropriate business system and completing reports as required.

Dog Wellbeing

- Manage the training dogs' free-running needs, ensuring these are met throughout training period.
- Work together with the Dog Wellbeing team locally and regionally to monitor and maintain the psychological, physical and

emotional wellbeing of training dogs within the team, escalating any issues to the Dog Wellbeing team.

- This may include but is not limited to: dog spending; routine physical checks; ad-hoc grooming needs; environmental enrichment activities; and supporting the correct issue of dietary/water needs.

Collaborative working in Operations Team

- Work collaboratively with volunteering support colleagues to ensure the successful management of training dog volunteers through regular, often daily engagement with Boarder volunteers and Dog Wellbeing volunteers.
- Work with colleagues to support successful boarding schemes. Duties may include: carrying out home checks, providing training & problem-solving inputs to volunteers, and maintaining communication channels between volunteers and colleagues for effective coordination.
- Monitor and support volunteers in their dog handling skills to ensure standards of dog behaviour are maintained on and off sites, and identify any skills gaps or performance concerns, communicating these onwards to relevant colleagues and supporting further training as required.
- Deliver technical dog training inputs to volunteers and staff as requested by colleagues if their role requires interaction with our dog stock.
- Work collaboratively with colleagues and volunteers in puppy development, sharing information and knowledge to support the dogs' progression through to training.
- Work collaboratively with fellow CAS colleagues including: Training & Behaviour Consultants, Training & Behaviour Advisors, Canine Assisted Partnership Specialists, Rehoming Officers and Dog Wellbeing staff to bring about successful outcomes for our dog stock in the relative service areas.

Mentoring, tutoring, supervision & CPD

- As requested, provide technical tutoring and teaching, which may include supervision functions to Trainees in canine services, and/or provide mentoring and coaching to newly qualified staff on dog training inputs.

- Commitment to complete and achieve all relevant areas of continuous personal development made available to ensure technical training knowledge remains current and applicable to Guide Dog operating standards.

Compliance, Health and Safety

- Report and document all accidents and incidents relating to dogs in your charge, volunteers, third parties and vehicles in line with current Health and Safety policies.
- Maintain all training needs to ensure compliance with standard and processes
- Maintain and keep appropriate records in line with GDPR compliance.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports:0

Number of Indirect Reports:0

Number of Volunteers Supervised: Will be responsible for regular communication and training inputs for groups of volunteers in regard to technical matters relating to the care and support of our training dogs as business needs dictates.

Financial Accountability

Annual Income Accountability: n/a

Assets Managed: n/a

Budget Accountability: n/a

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 in the role of Guide Dog Trainer.

Desirable

- Current valid UK/EU Driving licence.
- Accredited learning in the areas of animal welfare or behaviour.
- Accredited learning in the area of teaching or mentoring.
- 3 GCSE/O' levels or the equivalent - including Math's /English

Job-Related Experience

Essential

- Adaptability and flexibility to the changing needs of the role.
- Able to demonstrate aptitude for dog handling.
- Able to practically apply theoretical knowledge.
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.
- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous experience in the areas of animal welfare, training or behaviour.
- Previous experience in a teaching or mentoring role.
- Previous experience of working as a mentor or supervising others.

Knowledge

Essential

- Current knowledge of dog handling and training techniques and approaches. A working understanding of dog care.
- Basic IT skills
- Working knowledge of dog ethology, behaviour, learning theory and positive reinforcement training techniques.

Skills and Competencies

Essential

- Able to work independently or as part of a team.
- Able to use initiative to organise and prioritise multiple tasks for successful completion.
- Able to apply a professional approach and comply with policies and procedures.
- Able and willing to supervise/coach/mentor staff and volunteers
- Demonstrate excellent interpersonal skills.
- Communicate effectively using a good standard of written and verbal English.

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 site location and home when required.

Job Description: Dog Wellbeing Technician

Vacancy	Dog Wellbeing Technician
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	23/10/2020
Date Posted	09/10/2020
Reference	0000037662
Location	Leeds
Region	England

Job Profile

Job Title: Dog Wellbeing Technician
Directorate: Operations
Reports To: Dog Wellbeing Specialist
Matrix Reporting To: None
Disclosure Check Level: Basic
Date created/last reviewed: 26/8/20

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.
- 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.

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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.
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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

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

Vacancy Dog Wellbeing Technician
Salary GBP £21,568 to £22,838 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 09/10/2020
Reference 0000037663
Location Newcastle
Region England

Job Profile

Job Title: Dog Wellbeing Technician
Directorate: Operations
Reports To: Dog Wellbeing Specialist
Matrix Reporting To: None
Disclosure Check Level: Basic
Date created/last reviewed: 26/8/20

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.
- 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.

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: Puppy Development Advisor

Vacancy Puppy Development Advisor
Salary GBP £27,500 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 12/10/2020
Reference 0000037666
Location South West
Region South West

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership
- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.
- 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: Approximately 60 active volunteers, including direct and indirect.

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's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
- Experience of using a database to manage & maintain accurate records

- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
- Able to work as part of a team and independently.

- Able to apply a professional approach and work within standard processes, policies 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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

Job Description: Puppy Development Advisor

Vacancy Puppy Development Advisor
Salary GBP £27,500 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 12/10/2020
Reference 0000037665
Location South West
Region South West

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- 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: Approximately 60 active volunteers, including direct and indirect.

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.

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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

- GCSE's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

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Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.

- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies 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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

Job Description: Puppy Development Advisor

Vacancy Puppy Development Advisor
Salary GBP £27,500 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 12/10/2020
Reference 0000037667
Location North East
Region North East

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership
- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.
- 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: Approximately 60 active volunteers, including direct and indirect.

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 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's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies 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:

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- **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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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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

Job Description: SISS Operations Manager

Vacancy SISS Operations Manager
Salary GBP £34,688 – £36,729 per annum pro rata
Job Type Manager
Category Permanent -Part Time
Closing Date 25/10/2020
Date Posted 12/10/2020
Reference 0000037668
Location North West
Region North West

Job Profile

Job Title: CAS/SISS Operations Manager

Directorate: Operations

Reports To: Head of SISS Operations / Head of CAS Operations

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed:

Overall Role Purpose

The Operations Manager leads and manages 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.

Key Responsibilities

Service Delivery

- 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 Canine Assisted Services (CAS) or Skills, Information & Support Services (SISS) ensuring regional 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.

Managing Staff and lead volunteers

- Provide first-line leadership to staff team(s), 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)
- 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
- 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.
- Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region and nationally alongside service design teams.

Planning and strategy

- Plans a defined staged delivery plan within their service area for the team(s), 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 (5 year) delivery plans in line with strategic direction, working collaboratively with internal and external stakeholders.
- Responsible for planning, managing and delivering the team's(s) operational delivery plan, ensuring activities meet business need and are in line with Guide Dogs strategy, motivating staff and volunteers to deliver exceptional, person-centred services.
- 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.

Quality Assurance

- Ensure that national (organisational / statutory / federation) standards are met and maintained through evaluation and engagement, and a consistent, person-centred, high quality service is provided 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 and nationally as appropriate
- Ensure that all areas of compliance are met with regard to safeguarding, health and safety and operations standards.

Financial Focus

- 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.

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).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 9

Number of Indirect Reports:

Number of Volunteers Supervised: Up to 5

Financial Accountability

Annual Income Accountability:

Assets Managed:

Budget Accountability: None, authorisation levels up to £5,000

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

- Management qualification or equivalent relevant experience.
- Professional qualification (e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehab/GDMI.)

Desirable

- Project Management qualification (Prince-2 or equivalent)

Job-Related Experience

Essential

- Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people.
- Experience of developing, supervising and / or managing performance in others (e.g. staff/volunteers).
- Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved. Experience of professional supervision of staff working with children with complex needs. Experience of handling safeguarding concerns within a service delivery setting.
- Knowledge and understanding of effective management protocol Knowledge of models of person-centred service delivery to adults, children, young people and their families.
- Knowledge and experience of ensuring safeguarding compliance within a team.
- Knowledge of current legislation, policy and research relating to people with sight loss and/or disability. Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.

Desirable

- Project Management experience

Knowledge

Essential

- A comprehensive knowledge of GDPR.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Health & Safety / compliance monitoring experience.

Desirable

- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Prezi etc.

Skills and Competencies

Essential

- Extensive experience and proven ability to work safely with adults, children and young people with developed understanding of both child protection issues and the issues affecting all vulnerable groups.
- Demonstrates excellent verbal and written communication skills.
- Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory or voluntary sectors.
- 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.
- Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.
- Demonstrates developed organisational, planning and time management skills.
- Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact.
- Conducts themselves in a manner appropriate to a management role.
- Communicates effectively in different situations and at different levels.
- Manages individual and team performance to deliver results.

- Creates a team environment which promotes wellbeing and maximises personal effectiveness.
- Contributes outside of their immediate team.
- Understands and applies policies and procedures appropriately.

Desirable

- 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.
- Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable.
- Experience of working in any the following settings: - education- health and social care- police/probation.

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.

Travel within the Region will be required, alongside occasional overnight stays for national meetings throughout the UK. Able and willing to travel extensively throughout the team area for operational service delivery needs. Ability to work occasional evenings and weekends to meet the service need.

Job Description: Puppy Development Advisor

Vacancy Puppy Development Advisor
Salary GBP £27,500 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 23/10/2020
Date Posted 12/10/2020
Reference 0000037582
Location North West
Region North West

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- 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: Approximately 60 active volunteers, including direct and indirect.

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's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.

- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies 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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

Job Description: Canine Assisted Partnership Specialist

Vacancy	Canine Assisted Partnership Specialist
Salary	GBP £27,472 to £29,091 per annum pro rata
Job Type	Specialist Professional
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	05/10/2020
Reference	0000037580
Location	Atherton
Region	North West

Job Profile

Job Title: Canine Assisted Partnerships Specialist

Directorate: Operations

Reports To: Head of Canine Assisted Partnerships

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 19/03/2020

Overall Role Purpose

The Canine Assisted Partnerships Specialist helps people with sight loss to live the life they choose by supporting the design, develop and deliver a range of canine assisted services that enable people who are visually impaired to meet a wide range of personal goals, from improving health and wellbeing, increasing self-confidence and encouraging interaction in the wider community and so reducing the isolation and impact of living with sight loss.

They ensure that the right dog for each role and then deliver training to customers or volunteers so that they get the very best benefit from their canine assistant or companion. This will include enabling volunteers to promote our work through canine assisted activities to improve education, community engagement and fundraising.

Canine Assistance Partnership Specialists will continue to deliver the new services as the subject matter expert, embedding and implementing them across our network of regional centres, working closely with our dogs, our customers and their families, and our volunteers.

Key Responsibilities

Delivery of the service

- To assist in the design, development and delivery of our new Canine Assisted Services.
- To identify, complete the assessment of and partner our dogs to meet agreed customer outcomes.
- To work closely with our other services to agree appropriate person centric outcomes and then match the right dog at the right time to the right client or volunteer to achieve these outcomes.
- To plan, create and deliver engaging regional workshops across the UK to deliver a range of goal-orientated interventions that use partnership with a trained dog to improve the health and wellbeing of people with a vision impairment.
- To provide ongoing support and advice to the new partnership to ensure successful outcomes are achieved.
- To train and support a team of volunteers responsible for boarding training dogs allocated to you or your team.
- Deliver training to the volunteers that work with Ambassador Dogs so that they can support engagement and fundraising events to increase awareness, public education and income generation.

Continuous Improvement

- To keep abreast of and share literature, ideas and best practice to ensure that we continuously improve the way we work and how we support our customers.
- To support the design and implementation of new processes which aid efficiency, quality and/or improve all new canine assisted services.
- To support the Canine Assisted Services Manager in providing ongoing evaluation and continual improvement for new canine assisted services.
- To support in standardising, maintaining and improving written, video and practical guidance to ensure that all the associated staff / volunteers / customers share a standardised approach.

Record Keeping

- To ensure that all documentation and relevant data is complete and up to date in line with Guide Dogs Data protection policy, procedures and standards.

Communication

- To represent the canine assisted services internally and externally ensuring maximum opportunities for people with sight loss, and the wider public to enjoy the benefits of canine assisted interventions
- To ensure that customers are aware of the policies and procedures relating to responsible dog ownership and through education and training can demonstrate an ability to understand and care for the dog's needs and welfare.

Other

- Any other activities relevant to the role that will enable people who are blind or partially sighted and their families to enjoy the benefits of a dog. To be aware of opportunities to signpost to other relevant services related to CYP (Children and Young People).
- 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: Flexible

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's in Maths and English at grade C or above or equivalent.
- Vocational qualification or equivalent experience in dog behaviour/ animal welfare.
- Willing to undertake training and development to ensure suitability of service delivery for families of children and young people.

Desirable

- A recognised qualification in either training dogs or animal behaviour.
- Qualification as a guide dog mobility or assistance dog mobility instructor.
- Certification as a clinical animal behaviourist or veterinary behaviourist.
- Teaching qualification.

Job-Related Experience

Essential

- Experience of running group training in a workshop format.
- Experience of working with a range of clients and/or volunteers.
- Evidence of training delivery and education with clear communication skills.
- Proven understanding of dog welfare and needs to match them with the needs of people living with sight loss and provide ongoing support.

Desirable

- Experience of working with a range of clients with disabilities or individual needs.
- Experience of working in the not for profit sector.

Knowledge

Essential

- Able to demonstrate the knowledge, skills and experience in positive dog training and handling in line with Guide Dogs ethical training policy.
- Able to demonstrate the knowledge and skills as well as experience in appropriate up to date training methods as well as problem solving and analysis of training and behavioural issues.

Skills and Competencies

Essential

- Excellent communication and interpersonal skills with the ability to deliver training and education about dog welfare, motivate, manage and influence a range of stakeholders in a changing environment, including families of children with sight loss.
- The ability to work calmly under pressure and to work effectively as a member of a variety of teams.
- Empathetic and positive approach to working with people and dogs.
- Good planning skills, with a clear focus on client's outcomes.
- Is adaptive to culture change and is responsive to new ideas and able to adapt working practices to ensure these are actioned.

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: Puppy Development Advisor

Vacancy Puppy Development Advisor
Salary GBP £27,500 per annum
Job Type Specialist Professional
Category Permanent- Full Time
Closing Date 25/10/2020
Date Posted 12/10/2020
Reference 0000037582
Location North West
Region North West

Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- 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: Approximately 60 active volunteers, including direct and indirect.

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's in Maths and English at grade C or above; or equivalent.

Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

Job-Related Experience

Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

Desirable

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

Knowledge

Essential

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

Desirable

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

Skills and Competencies

Essential

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.

- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies 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.

Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

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