



INTERNAL JOB VACANCIES

17th November 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	
Head of Committed Giving	National	19/11/2020	External
Operations Volunteering Officer (CAS)	Scotland and NI	17/11/20	Internal
Operations Volunteering Officer (CAS)	Redbridge	17/11/20	Internal
Fundraising Special Projects Executive	Central Office	17/11/20	Internal
National Events Delivery Manager	Home Based	17/11/20	Internal
Digital Information, Advice and Guidance Delivery Manager	Central Office	22/11/20	External
Safeguarding consultant	Office Based	22/11/2020	Internal
Dog Wellbeing Technician	Southampton	29/11/2020	External
Dog Wellbeing Technician	Exeter	29/11/2020	External
Dog Wellbeing Technician	Bristol	29/11/2020	External
Dog Wellbeing Specialist	Cardiff	29/11/2020	External
Procurement Business Partner - Fundraising and Marketing	Home Based (Nominated Office)	25/11/2020	Internal
Rehabilitation Officer - Visual Impairment	South East	6/12/2020	External
Puppy Development Advisor	South West	29/11/20	External
Puppy Development Advisor	North East	29/11/20	External

Lead Services Marketing Manager	National	29/11/2020	External
Dog Wellbeing Technician	Cardiff	26/11/2020	Internal
Creative Designs Manager	Central Office	29/11/20	External
Name a Puppy - Fulfilment Team Manager	Home Based	29/11/20	Internal
Dog Health & Wellbeing Operations Manager	Forfar	27/11/20	External
Access Assistant	Home Based (Nominated Office)	27/11/20	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: Operations Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Part Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037706
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

- 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 (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £23,941 to £24,893 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037707
Location	Redbridge
Region	England

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.
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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.
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- 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.

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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

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- Competent computer skills, word, excel, outlook.
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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: Fundraising Special Projects Executive

Vacancy	Fundraising Special Projects Executive
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037708
Location	Central Office
Region	South East

Job Profile

Job Title: Special Projects Executive

Directorate: Fundraising

Reports To: Fundraising Special Projects Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 28/08/2019

Overall Role Purpose

The Special Projects Executive helps people with sight loss to live the life they choose by assisting the delivery of Special Projects across fundraising acquisition and supporter development, delivering on time and to budget, maximising the number of responses and value and supporting the Special Projects Office.

Key Responsibilities

- To manage the day-to-day operations of the Special Projects team delivery plan, across all marketing channels including but not limited to direct mail, digital and social media, email and telemarketing, broadcast, print and face to face. Delivering on time, to budget and maximising response and value.

- Making and implementing recommendations for improving results and processes.
- Responsible for the day to day management of campaigns. To include; writing briefs, sourcing case studies and images, writing copy, circulating artwork and content for approval, coordinating with internal and external suppliers and managing the agreed campaign budget to ensure internal approval processes are complied with. Ensuring final sign-off is agreed with Line Manager prior to implementation.
- Raising purchase orders and managing 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, producing wrap up reports and making recommendations for campaign improvement to facilitate a smooth transition to the team for roll out.
- Work with suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost, and/or the relevant agencies to ensure product specific delivery of campaign content, referring to both the management of the digital delivery of your fundraising campaigns, and ensuring that digital content on the Guide Dogs website for your products is monitored for performance, updated for optimisation and fully compliant.
- Work with other Guide Dogs teams to ensure the smooth delivery of 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 department within Individual Giving, which delivers up to £45 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
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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 or equivalent in English and Maths.

Desirable

- A recognised marketing qualification or equivalent experience.

Job-Related Experience

Essential

- Experience of working in a busy environment, with a variety of tasks to deliver.
- Administration experience.

Desirable

- Experience of working in the charity sector.
- Experience of working within a Direct Marketing team.
- Experience of working with a number of different teams and/or suppliers.

Knowledge

Essential

- Competent in Excel and Word and Microsoft Office.
- An understanding of administrative systems.
- Understanding of direct marketing principles and techniques.

Desirable

- Understanding of the charity sector.
- Competent in PowerPoint.

Skills and Competencies

Essential

- Very good organisation, communication and admin skills.
- Attention to detail, highly literate and numerate.
- Strong creative and analytical 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.
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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: National Events Delivery Manager

Vacancy	National Events Delivery Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Team Leader
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037709
Location	Home Based
Region	Homebased

Job Profile

Job Title: National Events Delivery Manager

Directorate: Fundraising

Reports To: Head of Events

Matrix Reporting To: Varies by event, includes Health and Safety, Legal, Insurance, Volunteering

Disclosure Check Level: None

Date created/last reviewed: 03/11/2020

Overall Role Purpose

The National Events Delivery Manager helps people with sight loss to live the life they choose by managing the implementation and delivery of a portfolio of both Guide Dogs owned events/series of events and the Guide Dogs presence at externally organised events to raise money to deliver services for blind and partially sighted people.

Key Responsibilities

- Guide Dogs events
 - Project manage the overall delivery of the Guide Dogs event plan as set out by the National Events Strategy Manager, delivering on time, to budget and maximising response and value – to ensure a first-class attendee experience.

- To maximise the return on investment from each event and ensure the event realises its full potential (short and longer term) in terms of engagement, participation levels, value per respondent and brand equity.
- Lead pre-event preparation including location planning, working with external parties, organising trade stalls where relevant and ensuring all necessary statutory requirements are met.
- Lead the event delivery as Event Director, creating a full event management plan for each event, and ensuring plans are achieved on time and within budget. These plans must ensure all staff and volunteers are fully briefed, all risk assessments are completed, and risks resolved, all health and safety processes are followed, and work alongside event partners and suppliers to ensure any risk to the organisation is low.
- External event presence
 - Plan and manage Guide Dogs presence at external events as required including liaising with event organisers, planning volunteer rotas, and managing stand/demo presence.
 - Work closely with the Head of Events to develop and deliver new events (special events and mass participation) and redevelop any existing events as required by the organisation.
 - Pro-actively research events for Guide Dogs to exhibit at or participate in which maximise income and cultivate supporters for Guide Dogs. This will include developing propositions to obtain Charity of the Year status and, partnerships for Guide Dogs at major sporting events.
 - Supporter recruitment via new events – Working closely with the Event Acquisition and Retention Manager to fully understand and evaluate the potential of new events and our ability to succeed with recruitment in such a crowded marketplace. All events need to support the registration and recruitment plans, whilst identifying opportunities for growth supporter satisfaction, as well as supporting the retention plan for repeat participation.
- Post event/campaign
 - Develop and oversee a process for post event analysis, producing wrap up reports and making recommendations for improvements, strategic development and budget setting.
 - Reports to include brand, risk, and capacity levels.
- Volunteer recruitment

- Develop and implement a volunteering plan for events, ensuring a full volunteer recruitment, retention and reward plan to cover all needs of the team, working closely with the National Events Strategy Manager, Officers within the Team and the Volunteering Department to achieve a new and engaging micro volunteering option.
- Internal processes
 - Work closely with the National Events Officer and the events co-ordinator role to develop, monitor and oversee the creation of briefs for creative, data, response handling and supporter care, as required.
 - Ensure risk assessments have been completed and all relevant legal and other paperwork is in-line with Guide Dogs project management methodology.
 - Ensure the approval procedure is adhered to and all necessary stakeholders communicated with.
- Research new supplier management
 - Account manage suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost.
 - Find suppliers who could offer new innovative solutions for bespoke events.
 - Work with Procurement and Legal to ensure suppliers meet our quality levels.
- Digital
 - Alongside the Acquisition and Retention Manager, work with the Digital team as necessary to ensure product specific content is correct and updated and all digital elements are considered for event execution.
- Collaborative working
 - Work with the rest of the National Events Team and other Guide Dogs teams to ensure the smooth delivery of activity and to promote the team positively within the organisation.
- Budget
 - To be responsible for managing each individual event project or event delivery budgets, ensuring the financial processes and systems are adhered to, and to provide the National Events Strategy Manager with accurate income and expenditure information to influence strategic development, planning and forecasting.
- Deputise for the National Event Strategy Manager when absent.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 3

Number of Indirect Reports:

Number of Volunteers Supervised: 50+ depending on event

Financial Accountability

Annual Income Accountability: Support annual income plan of £800,000

Assets Managed:

Budget Accountability: £250,000

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

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

Desirable

- Management qualification.
- Member of the Institute of Fundraising.
- Project management qualification.

Job-Related Experience

Essential

- Demonstrable experience in an events management environment, delivering a variety of projects across a variety of channels simultaneously.
- Experience in managing project spend and working with many different internal teams.
- Experience of working with external suppliers.
- Experience of working in the Charity sector.
- Experience of setting up mass participation events.
- People management experience.
- Planning and budgeting.

Desirable

- Volunteer management.

Knowledge

Essential

- Proven understanding of event management principles and techniques, and of briefing and interpreting analysis.
- Understanding of statutory requirements around events.
- Some knowledge of print and production.
- Institute of Fundraising Good Practice.
- Good knowledge of Microsoft Office, specifically Word, Excel and PowerPoint.

Desirable

- Understanding/Experience of the blind and partially sighted sector.
- Working with a diverse range of people

Skills and Competencies

Essential

- Proven organisational skills, ability to multi task and able to maintain many projects simultaneously.
- Demonstrates excellent interpersonal and communication skills.
- Literacy, numeracy skills and analytical skills.
- Excellent communication skills both verbal and written.
- Proven creative skills in event management and excellent at researching and developing new ideas and understanding the industry.
- Excellent coaching and people management skills.
- Results driven.
- Can demonstrate a team working approach.

Desirable

- Risk management.

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

Flexibility is required – although the post holder will primarily be based at central office, there will be regular travel with occasional overnight

Job Description: Safeguarding Consultant

Vacancy	Safeguarding Consultant
Salary	GBP £34,688 to £36,729 per annum
Job Type	Specialist Professional
Category	Secondment- Full Time
Closing Date	22/11/2020
Date Posted	09/11/2020
Reference	0000037712
Location	Office Based
Region	National

Job Profile

Job Title: Safeguarding Consultant

Directorate: People & Performance

Reports To: Head of Safeguarding

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 09/11/2020

Overall Role Purpose

The Safeguarding Consultant helps people with sight loss to live the life they choose by providing professional expertise in order to embed safeguarding and ensure continuous improvement and development of Safeguarding Services across Guide Dogs. The role acts as internal expert and works in collaboration with internal and external agencies to develop policies, procedures, standards and promotes Safeguarding and shares best practice and liaise with external bodies in response to concerns.

Key Responsibilities

- Develop and implement an organisational-wide safeguarding programme of continuous improvement. Ensuring legal compliance and best practice are at the fore of all work programmes. Work

cross-functionally to ensure delivery of the programme plan objectives, monitor progress and performance of the plan and provide progress reports to the Head of Safeguarding and key personnel

- Act as a subject matter expert for developing services, programmes and projects across Guide Dogs. Represent safeguarding at relevant meetings with expert advice, safeguarding updates and signposting to the Safeguarding Policies documents.
- Advise, support and deputise for the Head of Safeguarding in providing advice, coaching and representation to managers/individuals/external agencies on all matters relating to safeguarding in Guide Dogs (including, audits, casework, training in safeguarding, safer recruitment, borderline Disclosure referrals and references).
- In relation to complex cases, provide senior support on complex cases to the business in relation to Safeguarding Referrals; provide support and facilitate case management and reports. Act upon safeguarding issues, attend and contribute to relevant inter-agency information sharing meetings and work in collaboration with People Services (Human Resources), Legal, Complaints, Compliance and other directorates as required both internally and externally including Statutory Agencies, (Police, Social Services, Probation, Health, Education and Disclosure Bodies.)
- Monitor UK-wide delivery of safeguarding and related training programmes to staff and volunteers by carrying out trainer assessment in order to build capability, disseminating knowledge and empowering action, in order that a safeguarding culture is embedded across all aspects of Guide Dogs work.
- Retain any professional registration and maintain professional development, knowledge and understanding of functional area. Any other activities relevant to the role that will enable us to get blind and partially sighted people out and about in the way they choose.

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

- Qualified and registered Social Worker/ Designated Teacher/Police or Probation Officer / Mental Health Nurse or equivalent with proven experience in their professional field with Safeguarding responsibilities.
- Evidence of active commitment to Continuous Professional Development.
- Participation in action learning set or similar network where best practice is shared and/or established professional supervisory relationship.

Desirable

- Coaching/Training qualification (or equivalent experience). Accredited counsellor. Relevant social care/Teaching degree/diploma.

Job-Related Experience

Essential

- Expert knowledge and practical experience covering broad range of safeguarding concerns.
- Dealings with Disclosure Bodies, Police, Social Care and Health professionals at case worker level. Implementation of policies, procedures and initiatives at a local and national level.
- Proven ability of delivering objectives within timeframes.
- Handling complex individual cases and maintain effective records.
- Networking and joint working with external bodies (e.g. statutory agencies and voluntary sector). Lead role in the design and delivery of quality and good practice models in safeguarding.
- Proven experience of managing projects.
- Demonstrable evidence of continuous professional development in the Care/ Welfare sector.
- Demonstrable work experience within Charitable sector. Working with volunteers.
- Development of policies, procedures and initiatives at a local and national level.

Knowledge

Essential

- Subject matter expertise commensurate with this role being nationally competent for safeguarding.
- Detailed understanding of legal framework and statutory bodies covering England/Wales, Scotland and Northern Ireland.
- Casework management protocols.
- GDPR / Data protection.
- Conversant with protected characteristics, key issues arising and organisations providing support, advice and information.
- Project management.

Desirable

- Prince 2, Agile or similar project management qualification

Skills and Competencies

Essential

- Persuasive communication skills (written, informal/formal presentations, organising, chairing and contributing to meetings), including ability to translate technical or emotive information in a clear and non-sensationalist way.
- Proven experience in the development and delivery of training programmes, Training techniques (including coaching, facilitating and presenting).
- Proven experience of implementing change management in environments resistant to change.
- Resilient approach drawing on counselling skills.
- Ability to sustain effective relationships including partnership building and liaison skills both internally and externally to the organisation.
- Problem solving, including making difficult judgements and decisions in extremely sensitive (and potentially emotionally charged) situations and challenging poor or risky decisions.
- Planning and working within a budget.
- Data gathering, analysis and reporting to support Safeguarding manager with corporate governance.

Desirable

- Proven experience in the development and delivery of training programmes in Safeguarding and Safer Recruitment.
- Proven experience of Warner interview training, brain friendly learning techniques and developing/ management of e learning packages on learning management systems.

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

This role involves working with children, young people and vulnerable adults, and supporting those that do. We will 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

Pre-planned visits (approx. 10 times per month) to Guide Dogs' sites, external agencies, clients, networking contacts or similar. Regular overnight stays (approx. 5 times per month) and flexible working occasional weekends and evenings Please specify the geographic reach of the role, and any requirements to travel/stay away from home including typical distances and durations. Flexibility to attend occasional volunteering, training, fundraising or similar stakeholder events held at weekends (4 per annum)

Job Description: Procurement Business Partner - Fundraising and Marketing

Vacancy Procurement Business Partner - Fundraising and Marketing
Salary GBP £44,365 to £46,973 per annum pro-rata
Job Type Lead Professional
Category Secondment- Full Time
Closing Date 25/11/2020
Date Posted 11/11/2020
Reference 0000037713
Location Home Based (Nominated Office)
Region National

Job Profile

Job Title: Procurement Business Partner

Directorate: Business & Finance Services

Reports To: Head of Procurement Services

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 29/08/2019

Overall Role Purpose

The Procurement Business Partner helps people with sight loss to live the life they choose by working in partnership with the Director of Fundraising and Marketing and their senior management team providing specialist procurement and commercial advice to ensure best use of donor money for our services.

Achieving value for money whilst managing commercial risk to ensure that Guide Dogs is commercial in all that it does.

Key Responsibilities

- Act as a first line representative for discussion and development of procurement requirements throughout within Fundraising & Marketing, providing professional and best practice guidance.
- Seeking out potential cost savings, opportunities and efficiencies with a view to ensuring long term benefits and return on investment for Guide Dogs.
- Supporting departments in working up ideas into commercially viable business cases and following through to completion with a thorough procurement exercise including tender, commercial negotiation and contract implementation.
- Ensuring compliance with Guide Dogs commercial policies and managing any areas of non-compliance. Failure of the Procurement Business Partner to ensure compliance with legislation could result in Guide Dogs receiving severe financial

penalty and/or adverse publicity with Guide Dogs exposed to risk and criticism.

- Procurement Business Partners are expected to play an active part in their assigned directorate(s) contributing equally at senior management and Director level daily.
- Ensure that all decisions are based on sound commercial principles and in-line with Guide Dogs commercial policies. Ensure that the full impact of any purchase is understood, including whole life costs, return on investment and commercial risks.
- Establish, lead and influence allocated directorate(s) annual procurement work plans and priorities through analysis of procurement spend and supply base, and by identifying market trends and savings opportunities.
- Establish, lead and influence cross-directorate procurement requirements including implementation of frameworks to the benefit of all Guide Dogs directorates. Core contracts can be procured and negotiated for up to a 5-year period to support Guide Dogs strategy.
- Delivery of agreed work plans and priorities including sourcing activities which generate benefits and achieve the financial savings target on behalf of allocated directorate(s) and Guide Dogs.
- Management of pre-tender and tender processes including supplier selection, internal stakeholder management, conflict resolution, documentation, negotiation, contract implementation and commercial evaluation.
- Ability to effectively negotiate and influence throughout key areas, including with; directors and other internal stakeholders; suppliers in the tender process and contractual implementation; dispute resolution; and supplier relationship management. Negotiations must maximise the cost savings potential, ensure robust commercial practices; ensure security of supply, service, quality and delivery.
- Review supplier terms and conditions and draft contracts providing expert advice, requesting the support of Legal for more complex requirements where required.
- Manage and develop supplier relationships and on-going contract management, using leading procurement best practice tools including price change analysis, supplier performance reviews and dispute resolution as required, to deliver breakthrough performance in cost, service and quality
- Raising commercial awareness amongst Guide Dogs staff. Playing a leading role in commercial awareness training. Ensuring that

instances of good and bad commercial practice are addressed appropriately.

- To be responsible for the timely production of monthly procurement reports for review and input by Executive Board and drafting of Board papers to influence Trustee decision making.
- Monthly attendance at directorate(s) Heads of Department team meetings working closely with allocated HR and Finance Business Partners to provide a full support 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: None

Number of Indirect Reports: None, however the role will be expected to matrix manage resource for some procurement activities.

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: Providing a commercial procurement function for approximately £10m third party spend.

Assets Managed: None

Budget Accountability: Approx. 25% of the annual procurement savings target.

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

- Qualified in or studying for, one of the qualifications recognised by the Chartered Institute of Purchasing and Supply (MCIPS).
- Business-related qualifications at HND, or NVQ level 5 in relevant business applications: Procurement, Law, Business studies, Finance etc.

Desirable

- Degree qualified in Procurement, Purchasing & Supply Chain or Business Studies.

Job-Related Experience

Essential

- Proven experience in a senior procurement role in at least one organisation that has cross functional and business boundaries.
- Proven experience of delivery of a procurement strategy and benefits including financial savings. In depth procurement knowledge relating to allocated directorate(s) using procurement tools and techniques.
- Experience of working with a fragmented user base in multiple locations.
- Experience of working in a complex environment with a high level of uncertainty around predicted or future demand.
- Experienced user of IT including Microsoft suite (including Excel).
- Experience in at least one public sector organisation. Experience of charity specific procurement issues especially in Fundraising and Marketing

Knowledge

Essential

- Ability to analyse, evaluate and recommend on risk and working on own initiative.
- Ability to lead negotiations at the highest levels with suppliers.
- Ability to analyse issues at supply market level and supply chain level.

- Ability to employ lateral thinking for problem solving. Competent project manager.
- Specialist professional knowledge of Fundraising and Marketing.

Skills and Competencies

Essential

- In depth knowledge of procurement relating to Fundraising and Marketing and broader commercial skills.
- Excellent analytical skills.
- Excellent interpersonal skills.
- Good influencing skills at senior levels to influence a new way of working.
- Project Management skills.
- Excellent negotiation skills including knowledge and understanding of contract law and terms and conditions.
- Excellent planning and organisational skills.
- The post holder needs to have experience of working and negotiating multi-million-pound contracts in diverse organisations.
- Proven ability to be responsible for their decisions, actions and priorities.
- Experience of influencing major decision making by senior management, Executive Board and the Trustees.

Behaviours

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

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

helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Dog 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	26/11/2020
Date Posted	12/11/2020
Reference	0000037715
Location	Cardiff
Region	Wales

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

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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

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

Desirable

- Dog-related qualification

Job-Related Experience

Essential

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

Desirable

- Working with volunteers.

Knowledge

Essential

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

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.
- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

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

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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: Name a Puppy - Fulfilment Team Manager

Vacancy	Name a Puppy - Fulfilment Team Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Team Leader
Category	Permanent- Full Time
Closing Date	29/11/2020
Date Posted	13/11/2020
Reference	0000037714
Location	Home Based
Region	Homebased

Job Profile

Job Title: Name a Puppy - Fulfilment Team Manager

Directorate: Fundraising

Reports To: National Name A Puppy Product Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 26/08/2020

Overall Role Purpose

The Name a Puppy - Fulfilment Team Manager helps people with sight loss to live the life they choose through the effective management of the Name a Puppy Fulfilment team who provide the supporter communications for donors participating in the Name a Puppy Product. This helps contribute to maintaining brand reputation as well as the achievement of financial targets.

Key Responsibilities

- Manage the Name a Puppy Fulfilment team, providing training, mentoring and constructive feedback to ensure all communications are produced to a high quality and delivered in line with service level agreements.

- Manage the Name a Puppy Fulfilment team expenditure budget.
- Use reporting tools to monitor monthly activity against Key Performance Indicators to ensure key indicators are achieved.
- Improve the quality and efficiency of our supporter updates by creating tools and processes that will enable the Name a Puppy Fundraising Fulfilment team to create donor centric communications that are efficiently produced, on brand and engaging. This content may include but is not limited to the writing and placement of copy, photography and videography for email, digital and printed communications.
- Manage and oversee any Name a Puppy fulfilment supporter complaints.
- Build relationships and work with Fundraising teams and Operational colleagues to enhance our efficiencies.
- Ensure content complies with Institute of Fundraising, Data Protection and all other legislative requirements and best practice guidelines. Work with wider Fundraising team to ensure up to date working knowledge of legislation.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 6

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £25,000 approx.

Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation

- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

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

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

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

Person Specification

Education/Qualifications

Essential

- Educated to A level/diploma level or equivalent qualification/experience.

Desirable

- A professional marketing qualification.
- Educated to degree level or equivalent qualification.
- People management qualification.

Job-Related Experience

Essential

- Significant experience with an in-depth understanding of developing creative multimedia content (stories, photography, video, etc.) that can effectively be used across platforms for various audience groups.
- Demonstrable successful track record of planning and achieving quality outcomes.
- Proven experience of high customer service skills including managing customer expectations.
- Proven experience of managing budgets and a team.

Desirable

- Previous exposure to working in the charity sector.

Knowledge

Essential

- Budget setting and monitoring.
- Demonstrable understanding of direct marketing principles and techniques.
- Copy writing and associated techniques.

Desirable

- Understanding of the charity sector and fundraising techniques.

- Good understanding of fundraising legislation and new product development.

Skills and Competencies

Essential

- Good organisational and communication skills.
- Able to use own initiative and work well under pressure.
- Effective time management and prioritisation skills.
- Ability to monitor and delegate work effectively to a team.
- Ability to set objectives, Key Performance Indicators and make appropriate decisions.
- Approachable and able to develop effective relationships in order to get the best out of the team.
- Strong creative, copy writing and proof-reading content skills with excellent attention to detail

Desirable

- Ability to motivate a team to achieve results.

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: Access Assistant

Vacancy	Access Assistant
Salary	GBP £17,879 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	27/11/2020
Date Posted	13/11/2020
Reference	0000037717
Location	Home Based (Nominated Office)
Region	National

Job Profile

Job Title: Access Assistant

Directorate: Operations

Reports To: SISS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Adult Barred

Date created/last reviewed: 28/04/2020

Overall Role Purpose

An Access Assistant helps people with sight loss to live the life they choose by working as a driver and support worker to enable the member of staff they are supporting to carry out their duties efficiently and effectively. An Access Assistant enables a visually impaired person to carry out their role by undertaking tasks that they are unable to complete to enable them to be successful in their role.

Key Responsibilities

- To drive the staff member throughout their region to fulfil their role requirements.
- To provide sighted assistance to the staff member, including orientation and sighted guiding in unfamiliar environments.

- To locate addresses, plan routes and timings of journeys to ensure the staff member can fulfil their diary commitments in a punctual manner.
- To ensure driving is within the standard road traffic regulations and to maintain vehicle logs and completing monthly mileage forms and conducting vehicle checks, taking vehicle for service, MOT and cleaning.
- To note take and read documentation to the staff member as required and handle information in a sensitive manner and maintain confidentiality applying the data protection act where necessary.
- To assist with basic data input on Microsoft Office including Excel and Word, maintain Outlook calendar and maintain accurate and confidential records.
- To locate information from a variety of sources, including the intranet, print and internal Guide Dog systems.
- To provide exercise, environment enrichment and supporting with spending for the staff members' guide dog, if applicable.

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

Person Specification

Education/Qualifications

Essential

- Achievement of GCSE passes or equivalent at least at grade C- Maths & English.
- Has a full UK driving licence.

Job-Related Experience

Essential

- Evidence of dealing with confidential issues sensitively and with total integrity.
- Positive, team player, flexible, thorough, uses initiative, able to work effectively under pressure, good interpersonal skills.
- Able to manage the expectations of the customer and recognise when to escalate issues to a higher level.

Desirable

- Experience of working within a similar role.
- Proven experience of supporting an individual with sight loss.

Knowledge

Essential

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

Skills and Competencies

Essential

- Excellent communication skills, particularly verbal.
- Excellent planning and organisation skills.
- Self-motivated and able to work on own initiative.
- Effective time management skills.

Desirable

- Highly motivated towards a client/customer focused service.

- Awareness of sighted guiding techniques.

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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- 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 travel to sites as required. Has a flexible approach to working hours.

**** End of document**