



INTERNAL JOB VACANCIES

20th 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	
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
Head of Skills Information and Support Services (SISS)	North East	23/10/2020	Internal
Canine Assisted Partnership Specialist	Atherton	23/10/2020	Internal
Guide Dogs Information Line Advisor	National	23/10/2020	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

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	Bristol	23/10/2020	Internal
Lead Services Marketing Manager - Adults	National	28/10/2020	Internal
Visitor Experience Support Coordinator	National Breeding Centre	01/11/2020	Internal
Regional Volunteering Advisor	Homebased South East	01/11/2020	Internal
Volunteering Coordinator	Reading	01/11/2020	Internal
Volunteering Office Assistant	Atherton	01/11/2020	Internal
Dog Wellbeing Technician	Southampton	01/11/2020	Internal
Dog Wellbeing Technician	Exeter	01/11/2020	Internal
Dog Wellbeing Technician	Bristol	01/11/2020	Internal

Dog Wellbeing Technician	Reading	01/11/2020	Internal
Dog Wellbeing Specialist	North East	01/11/2020	Internal
Dog Wellbeing Specialist	Cardiff	01/11/2020	Internal
Volunteering Office Assistant	Home Based	01/11/2020	Internal
Volunteering Development Lead	National	01/11/2020	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: 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.

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 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.

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- Promote the vision and values of the organisation
- Engage in continuous personal development

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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.
- **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.
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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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- **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

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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 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.
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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: 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: 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: 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: 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.

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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.
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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.

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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

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

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 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 £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

- 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.

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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
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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

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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
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.

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- Responsible for ensuring that databases are kept up to date with accurate information and data.
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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:

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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)
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Job-Related Experience

Essential

- Previous experience of working with and co-ordinating volunteers.
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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
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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

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- 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.

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Person Specification

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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
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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.

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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

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Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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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.
- **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	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:

- 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	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.
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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

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

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Person Specification

Education/Qualifications

Essential

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

Desirable

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Job-Related Experience

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- Previous experience working with adults and/or young people and/or animals
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conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

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- Experience of teaching, coaching and mentoring.
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Knowledge

Essential

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Desirable

- Knowledge of the charity sector.
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Skills and Competencies

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- 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.
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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: 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.
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 - 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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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	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.
- 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.

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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: 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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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.

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.
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 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
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 - 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.

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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.
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Job-Related Experience

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- Previous experience working with adults and/or young people and/or animals
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- Ability to plan and organise own work and meet deadlines.

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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: 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.

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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

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- Promote the vision and values of the organisation
- Engage in continuous personal development

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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

- 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	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.

- 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	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

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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.

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- 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.
- Experience of using databases.
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Skills and Competencies

Essential

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- 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.
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Behaviours

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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.
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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: 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:
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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.

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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

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

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- 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.

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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

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

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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

- 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.
- **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	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

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: 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.

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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: 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

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.

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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

- 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:

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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: 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
- 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.

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.

- **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.

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

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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

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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.

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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.

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

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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.

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.
- **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: 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 - £29,091 per annum
Job Type	Specialist Professional
Category	Fixed Term Contract- Full Time
Closing Date	23/10/2020
Date Posted	06/10/2020
Reference	0000037652
Location	Bristol
Region	England

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: Lead Services Marketing Manager – Adults

Vacancy	Lead Services Marketing Manager - Adults
Salary	GBP £54,414 to £57,133 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	28/10/2020
Date Posted	14/10/2020
Reference	0000037669
Location	National
Region	United Kingdom

Job Profile

Job Title: Lead Services Marketing Manager

Directorate: Marketing, Digital & Influencing

Reports To: Head of Brand

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 11.08.20

Overall Role Purpose

The Lead Services Marketing Manager helps people with sight loss to live the life they choose by developing and implementing the Guide Dogs services marketing strategy; services marketing planning across the organisation; determining the ROI of services marketing activity. This role is responsible for leading the services marketing team to deliver services marketing activity and establish a centre of service marketing excellence. This involves developing and executing marketing plans to raise awareness of the full range of services from Guide Dogs and engage service users, friends and family, volunteers as well as the general public.

The role uses market intelligence & insight to understand audiences and inform Guide Dogs' service marketing strategy development, works closely with service delivery teams to identify and execute appropriate marketing plans.

Key Responsibilities

- Develop the long-term services marketing strategy for all services in line with the corporate strategy and service growth targets, with clear objectives and KPIs, using evidence and insight from research and from liaison with team.
- Work with Marketing Planner and Heads of Services to understand objectives and targets, and develop integrated marketing plans to stimulate demand for the services, with the customer at the centre.
- Work with Insight and Customer Research Manager, provide in-depth understanding and insight of customer needs, wants and behaviours, for the design and development of new and existing service offerings, both off and on-line, including technology solutions.
- Plan services marketing activity across the organisation effectively and efficiently, in order that the activity across the Directorates is integrated and therefore optimised.
- Execute multi-channel services marketing campaigns that integrate with eg volunteer activity, deliver on objectives and reach potential service users.
- Work with digital team and Heads of Services to ensure customer journeys are in place that fully optimise the campaigns.
- Lead efficient project management of campaigns, clear communication with key stakeholders and prompt campaign evaluation and communication of results.
- Manage agency relationships such that creative and media plans are developed, signed off and delivered. Develop strategic partner agency relationship that leads creative development across other agencies working on other multi-channel campaigns across the business.
- Provide expert advice to colleagues across the organisation on best practice and most appropriate marketing activity in order to achieve specified objectives and ensure cost-effective outcomes for Guide Dogs.
- Work with Heads of Services and Creative Services Team to develop the services marketing literature and content to promote new services or extensions of existing services.

- Manage Services Marketing budget, keeping track of monthly spend.
- Management and development of team.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: up to 5

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Up to £350,000

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

- Relevant professional qualification or equivalent experience.
- MBA or business/marketing degree or equivalent qualification/experience.

Job-Related Experience

Essential

- Experience of effective delivery in a senior role in Marketing Management
- Demonstratable experience of planning and co-ordinating fully integrated marketing campaigns, matching service/product features into customer needs and successful marketing campaigns.
- Demonstrable experience of effective team management.
- Proven experience of initiating and effectively managing change.
- Demonstratable use of knowledge and expertise to influence the strategic agenda of an organisation.
- Proven experience of effective budget management

Knowledge

Essential

- Demonstratable and up to date working knowledge of services marketing.
- Charity sector knowledge.
- Knowledge of sight loss population.
- Demonstrable understanding of media planning and campaign evaluation.

Skills and Competencies

Essential

- Proven ability to communicate complex strategic marketing plans to a lay audience, and ability to influence the strategic agenda at senior management and board levels.
- Ability to develop integrated marketing and communications plans to reach complex, diverse and hard to reach audiences.
- Demonstratable effective problem solving and change management skills with the ability to develop new practices 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.

Job Description: Visitor Experience Support Coordinator

Vacancy	Visitor Experience Support Coordinator
Salary	GBP £16,380 to £18,387 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	01/11/2020
Date Posted	19/10/2020
Reference	0000037670
Location	National Breeding Centre
Region	West Midlands

Job Profile

Job Title: Visitor Experience Support Coordinator

Directorate: Fundraising

Reports To: Visitor Experience Coordinator

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 24/09/2020

Overall Role Purpose

The Visitor Experience Support Coordinator helps people with sight loss to live the life they choose by supporting the unique visitor experience at the Midlands Centre, visitor experiences nationally across all appropriate Guide Dog Centres and supports the income, fundraising and volunteer potential linked to these experiences. The role ensures that anyone engaging with Guide Dogs, particularly visitor experience customers, whether physically or virtually, will experience high standards of customer service, people-centred service and efficient professional and administrative support.

Key Responsibilities

- Primary lead on customer engagement (primarily digitally); support to experience delivery, data management and extraction to manage donor journey; coordinates site-specific volunteer support and experience delivery; stock maintenance for all materials and goody bags; assists in the planning of all visitor experiences and associated administrative support.
- Deals with routine correspondence and calls ensuring all enquiries are proficiently handled and appropriately referred to the relevant internal specialists in line with quality standards.
- Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations.
- Provides support to onsite retail points within the Midlands. Including but not limited to; stocktaking, inform Visitor Experience Coordinator regarding stock levels, stock replenishment, handling of associated monies and enabling volunteers to provide a professional retail experience. When necessary, will act as retail support in line with site requirements.
- Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to):
 - Incoming and out-going post.
 - Site & staff Health and Safety.
 - Raising purchase orders & expense requisitions.
 - General communications to be sent to mass groups externally e.g. mail shots and invitations to regional/ community level events.
 - Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.).
 - Stock maintenance for office materials / site provisions / dog health provisions (as requested).
 - Provides a welcoming reception to visitor experience guests, greeting and assisting, supporting with the set up for meetings on site as necessary. Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management.
- Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
- Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences.

- Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports:

Number of Volunteers Supervised: As required to support the administration function

Financial Accountability

Annual Income Accountability: None

Assets Managed:

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)
- Excellent verbal, written, and reading skills required for communications. Good level of mathematics required for financial data processing.

Job-Related Experience

Essential

- Experience in a customer service role, and/or office/administration role.
- Completing basic H&S risk assessments.
- Experienced in the use of CRM systems.

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).
- 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.
- **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: Regional Volunteering Advisor

Vacancy Regional Volunteering Advisor
Salary GBP £34,688 to £36,729 per annum
Job Type Team Leader
Category Fixed Term Contract- Full Time
Closing Date 01/11/2020
Date Posted 19/10/2020
Reference 0000037671
Location Homebased South East
Region England

Job Profile

Job Title: Regional Volunteering Advisor

Directorate: People & Performance

Reports To: Head of Volunteering Advisory Services

Matrix Reporting To: Regional Heads of Operations/Head of Operations Northern Ireland/Head of Operations Wales/Regional Fundraising Senior Lead

Disclosure Check Level: None

Date created/last reviewed: 07/06/2019

Overall Role Purpose

The Regional Volunteering Advisor helps people with sight loss to live the life they choose by delivering and successfully implementing the organisations volunteering strategy in your region to contribute to the national strategy and wider organisational strategy. The role will collaborate and partner with senior managers and colleagues at a regional level to ensure appropriate volunteer plans are developed and effectively delivered, in line with agreed targets and measures of success.

Key Responsibilities

- Responsible and accountable for the successful delivery of the volunteering strategy and associated programmes regionally,

working in partnership with client teams to communicate, implement and review appropriate plans. You will have a specific focus on the implementation of the lead volunteering programme.

- You will lead on long term volunteer forecasting working closely in partnership with strategic and operational colleagues and your team to enable development of regional recruitment planning and retention targets.
- You will also be accountable for on-going monitoring of volunteer recruitment progress against agreed targets.
- You will be the crucial senior volunteering link between strategic volunteering programmes, developments and client teams ensuring strategy is implemented throughout the region as well as close partnering with client teams to inform strategic development and meet on-going business need.
- Work in close partnership with senior managers in region, local teams and where appropriate, central directorates to develop and regularly review robust plans to meet all volunteering pathway needs within the region as well as ensuring new initiatives are implemented effectively.
- You will have a close working relationship with the safeguarding team ensuring safe practice is embedded and adhered to.
- Accountable for actively promoting and ensuring client teams deliver high quality volunteer experiences, including through the use of agreed policies and procedures, appropriate use of reward and recognition and through the review and response to feedback and complaints.
- Work as part of a national strategic team of volunteering advisors to continually improve volunteering within Guide Dogs, using external and internal data and insight as well as the voice of the customer to inform and progress your work and influence that of your client teams.
- Responsible for ensuring client teams hold accurate data on volunteering and that it is compliant and is used to inform continuous improvements in volunteering.
- You will be responsible for using performance management tools to identify any concerns, trends and best practice as well as addressing compliance issues.
- Advise and closely work with senior leads in regional teams on the development, delivery and review of plans to diversify volunteer teams, in line with agreed national plans and targets and ensuring the volunteer base within your region is reflective of the local community.

- Responsible for effective first-line leadership and management of a team of high performing Volunteering Coordinators within local community teams and the regional centre, working with them to ensure best practice and high standards of volunteering programmes are delivered and evaluated regularly.
- Responsible for performance management of team members in accordance with Guide Dogs policies and processes.
- You will ensure that the region is appropriately resourced at all times.
- Work closely with learning and development colleagues to ensure appropriate development and training delivery is in place for client teams, enabling staff and volunteers to feel confident and capable to deliver a great volunteer journey experience and Guide Dogs volunteering strategy.
- Responsible for national communications appropriately shared within the region and that local communications are appropriate and reflective of the Guide Dogs brand.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 3 - 5

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 3

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £120,000

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

- Volunteer Management qualification or equivalent.
- Relevant qualification in training/learning and development.
- Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA).

Job-Related Experience

Essential

- Proven experience of providing advisory or consultancy services to non-specialist clients.
- Relevant and demonstratable experience of working with volunteers that have leadership responsibilities/manage volunteer teams.
- Proven experience of leading, managing and coaching staff effectively.
- Proven experience of leading, managing and coaching volunteers effectively.
- Proven ability to structure, plan and prioritise to be able to deliver against targets and deadlines.
- Evidence of dealing with confidential issues sensitively and with total integrity.
- Proven experience of developing, implementing and reviewing new working practices within a team.
- Experience of working with process improvement methodologies e.g. Lean.
- Experience of budgeting and financial reforecasting as well as maximising efficiencies.
- Demonstratable experience of working as part of a regional team within a national organisation.
- Proven experience of working in the voluntary/charitable sector.
- Experience of creating an inclusive work environment for people with a disability.

Knowledge

Essential

- Demonstratable and up to date understanding of volunteering pathways.
- Excellent knowledge on volunteer positive experiences.
- Demonstratable and up to date knowledge and understanding of effective management and leadership methodology.
- Demonstratable and up to date knowledge of relevant data protection requirements and specifically their implications for volunteer involvement.

Skills and Competencies

Essential

- Proven commitment and ability to deliver excellent client service, including to internal customers.
- Demonstratable and up to date extensive knowledge of good practice and customer experience in volunteering.
- Computer literate with a good knowledge of Microsoft Office packages.
- An analytical mind with great problem-solving skills.
- Demonstratable excellent organisational, planning and multitasking abilities.
- Proven ability to influence, manage the expectations of others and recognise when to escalate issues to a higher level.
- A team player with good communication, active listening and proven effective leadership skills.
- Proficiency in the operation of CRM 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:

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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: Volunteering Coordinator

Vacancy	Volunteering Coordinator
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	01/11/2020
Date Posted	19/10/2020
Reference	0000037672
Location	Reading
Region	England

Job Profile

Job Title: Volunteering Coordinator
Directorate: People & Performance
Reports To: Regional Volunteering Advisor
Matrix Reporting To: None
Disclosure Check Level: None
Date created/last reviewed: 30/05/2019

Overall Role Purpose

The Volunteering Coordinator helps people with sight loss to live the life they choose by attracting and onboarding sufficient volunteers to support and grow our services and income and helping volunteer key contacts and managers to deliver a positive volunteer experience and to retain experienced volunteers.

Key Responsibilities

- You will work closely with local teams to coordinate the development and delivery of local volunteer recruitment plans, ensuring sufficient number and quality of volunteering applications are received to meet the needs of the organisation.

- You will work in partnership with local volunteer managers to coordinate the recruitment of volunteers, through providing hands on support at agreed stages of the recruitment journey.
- You will support local operational teams to deliver agreed volunteering diversity plans.
- You will work with local colleagues to identify and coordinate training needs for volunteers, supporting in the planning and delivery of agreed training programmes as appropriate.
- You will coordinate and co-deliver with local colleagues face-to-face induction sessions for new volunteers.
- You will work collaboratively with staff and Lead Volunteers in the effective delivery of support and supervision of volunteers, including through advising on adherence to relevant policies and procedures.
- You will be responsible for recruiting, inducting, training and managing an appropriate number of volunteers directly relevant to your role and where relevant cross functionally, to provide support to the local team.
- You will coordinate the process for local teams to optimise engagement in local and national volunteer recognition programmes.
- You will work with local colleagues to co-produce and deliver new volunteering approaches and products, in line with organisational need and informed by external good practice and internal feedback.
- You will liaise closely with the Regional Volunteering Advisor to use data and insight to develop and implement plans that maintain best practice and foster an ethos of continuous improvement to the local volunteering experience.
- You will work with local teams to coordinate and deliver volunteering programmes that are within the volunteering framework, ensuring a consistent and standardised approach where appropriate.
- You will actively support local volunteer managers to fulfil their responsibilities for data management in relation to volunteering.
- You will be responsible for data management where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 4

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

- Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA).

Desirable

- Knowledge of Volunteering pathways. Relevant qualification in volunteer management or equivalent.
- Relevant qualification in training/learning and development.

Job-Related Experience

Essential

- Proven experience of leading and managing volunteers
- Demonstrable experience of developing, implementing and reviewing new working practices within a team
- Proven experience of using a Customer Relationship Management (CRM) system
- Proven experience of supporting, guiding and advising others to effectively manage volunteers
- Experience of creating an inclusive work environment for people with a disability

Knowledge

Essential

- Demonstrable and up to date knowledge of good practice and the legislative and regulatory framework for volunteering
- Demonstrable and up to date knowledge of good practice in equality, diversity and inclusion and implications for volunteering
- Demonstrable and up to date knowledge of data protection and implications for volunteer management

Skills and Competencies

Essential

- Organised, efficient and with strong attention to detail.
- Proven ability to manage multiple projects/clients, maintaining excellent customer service.
- Proven ability to effectively support, guide and advise others.
- Proven ability to plan and implement projects and programmes of work.
- Demonstrable experience of leadership and management of volunteers.
- Computer literate with an intermediate knowledge of Microsoft Office packages

Desirable

- Demonstrable coaching and mentoring skills.
- Demonstrable negotiating and influencing skills.
- Demonstrable training and facilitation skills
- Proven experience of working in volunteer management in a large or geographically dispersed organisation

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: Volunteering Office Assistant

Vacancy Volunteering Office Assistant
Salary GBP £17,879 to £18,931 per annum
Job Type Support Provider
Category Fixed Term Contract- Full Time
Closing Date 01/11/2020
Date Posted 19/10/2020
Reference 0000037673
Location Atherton
Region North West

Job Profile

Job Title: Volunteering Office Assistant

Directorate: People & Performance

Reports To: Volunteering Office Business Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 01/11/2015

Overall Role Purpose

The Volunteering Office Assistant helps people with sight loss to live the life they choose by supporting new and existing volunteers by being a first and continued point of contact for enquires. The role will support the organisation in focusing on the onboarding requirements for volunteers such as legislative checks and ensure that the volunteering strategy aims are at the forefront of all activity.

Key Responsibilities

- Provide an effective administration service related to the resourcing of volunteers to the business, following procedures and standards.
- Explain the recruitment process to prospective volunteers providing a courteous, friendly, responsive and professional service.
- Maintain an accurate and effective database of volunteer applications and activities.

- Comply with Data Protection in respect of all records held and processed, and all customer enquiries.
- Provide an efficient and effective administration service, in respect of all safeguarding processes, for all volunteers within the organisation.
- Ensure that disclosure checks (and re-checks) are processed efficiently and in accordance with the rules set by the disclosure body, e.g. DBS, Access NI, and Disclosure Scotland.
- Ensure that all other compliance checks are completed such as references, ID checks, and clearance for driving duties.
- Support the organisation with volunteer recruitment campaigns.
- Support with the provision of information to support current volunteers to secure opportunities in new or additional roles, retaining valued volunteers.
- Deal with enquiries, general information and complaints relating to volunteering at Guide Dogs, liaising with the local team as required. Escalate issues as appropriate to the Business Manager.
- Support the Diversity agenda in all communication and support specific activities to promote diversity within the volunteer community.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: 1-2

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes 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 grade C or above, or equivalent, in Maths and English.

Job-Related Experience

Essential

- Proven experience of providing an administrative/coordination service in respect of large numbers of internal and external customers.
- Demonstratable experience of operating complex administrative systems and processes.
- Proven experience of responding to enquiries and maintaining records in accordance with Data Protection legislation.
- Track record of managing queries and complaints to achieve a suitable outcome for both parties.
- Demonstratable experience of recruitment administration relating to volunteers or employees.
- Experience of volunteering and/or working with volunteers.

Knowledge

Essential

- Demonstratable and up to date knowledge and understanding of Safeguarding and Safer Recruitment requirements.
- Demonstrable working knowledge of the Data Protection principles.
- Demonstratable understanding of diversity issues and the practical application in relation to communication with all stakeholder.
- Demonstratable and up to date knowledge of UK disclosure checking processes and bodies, including levels of checks and eligibility.

Skills and Competencies

Essential

- Demonstratable intermediate level computer and Microsoft Office skills including databases, email systems, MS Word, MS Excel.
- Proven excellent customer service and interpersonal skills.

- Proven ability to work in an organised, accurate and responsive manner to meet the demands of multiple stakeholders (internal and external), including the ability to prioritise competing demands.
- Demonstratable adaptability and flexibility, including a willingness to learn new skills, systems and processes.
- Proven ability to take ownership or own workload, whilst working as part of a team to achieve department objectives.
- Self-motivated, positive and pro-active attitude.

Desirable

- Advanced MS Excel skills, including application of formulas, filtering and charts.

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	01/11/2020
Date Posted	19/10/2020
Reference	0000037674
Location	Southampton
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 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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So, we: -

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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

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	01/11/2020
Date Posted	19/10/2020
Reference	0000037675
Location	Exeter
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 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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- 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 01/11/2020
Date Posted 19/10/2020
Reference 0000037676
Location Bristol
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.

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- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
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- 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

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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.
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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 01/11/2020
Date Posted 19/10/2020
Reference 0000037677
Location Reading
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

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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 20

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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Job-Related Experience

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Skills and Competencies

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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.

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 Specialist

Vacancy	Dog Wellbeing Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	01/11/2020
Date Posted	19/10/2020
Reference	0000037678
Location	North East
Region	North East

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

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

- 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: 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	01/11/2020
Date Posted	19/10/2020
Reference	0000037679
Location	Cardiff
Region	Wales

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

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

- 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: Volunteering Office Assistant

Vacancy Volunteering Office Assistant
Salary GBP £17,879 to £18,931 per annum pro rata
Job Type Support Provider
Category Fixed Term Contract- Part Time
Closing Date 01/11/2020
Date Posted 19/10/2020
Reference 0000037680
Location Home Based
Region Homebased

Job Profile

Job Title: Volunteering Office Assistant

Directorate: People & Performance

Reports To: Volunteering Office Business Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 01/11/2015

Overall Role Purpose

The Volunteering Office Assistant helps people with sight loss to live the life they choose by supporting new and existing volunteers by being a first and continued point of contact for enquires. The role will support the organisation in focusing on the onboarding requirements for volunteers such as legislative checks and ensure that the volunteering strategy aims are at the forefront of all activity.

Key Responsibilities

- Provide an effective administration service related to the resourcing of volunteers to the business, following procedures and standards.
- Explain the recruitment process to prospective volunteers providing a courteous, friendly, responsive and professional service.
- Maintain an accurate and effective database of volunteer applications and activities.

- Comply with Data Protection in respect of all records held and processed, and all customer enquiries.
- Provide an efficient and effective administration service, in respect of all safeguarding processes, for all volunteers within the organisation.
- Ensure that disclosure checks (and re-checks) are processed efficiently and in accordance with the rules set by the disclosure body, e.g. DBS, Access NI, and Disclosure Scotland.
- Ensure that all other compliance checks are completed such as references, ID checks, and clearance for driving duties.
- Support the organisation with volunteer recruitment campaigns.
- Support with the provision of information to support current volunteers to secure opportunities in new or additional roles, retaining valued volunteers.
- Deal with enquiries, general information and complaints relating to volunteering at Guide Dogs, liaising with the local team as required. Escalate issues as appropriate to the Business Manager.
- Support the Diversity agenda in all communication and support specific activities to promote diversity within the volunteer community.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: 1-2

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

- Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes 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 grade C or above, or equivalent, in Maths and English.

Job-Related Experience

Essential

- Proven experience of providing an administrative/coordination service in respect of large numbers of internal and external customers.
- Demonstratable experience of operating complex administrative systems and processes.
- Proven experience of responding to enquiries and maintaining records in accordance with Data Protection legislation.
- Track record of managing queries and complaints to achieve a suitable outcome for both parties.
- Demonstratable experience of recruitment administration relating to volunteers or employees.
- Experience of volunteering and/or working with volunteers.

Knowledge

Essential

- Demonstratable and up to date knowledge and understanding of Safeguarding and Safer Recruitment requirements.
- Demonstrable working knowledge of the Data Protection principles.
- Demonstratable understanding of diversity issues and the practical application in relation to communication with all stakeholder.
- Demonstratable and up to date knowledge of UK disclosure checking processes and bodies, including levels of checks and eligibility.

Skills and Competencies

Essential

- Demonstratable intermediate level computer and Microsoft Office skills including databases, email systems, MS Word, MS Excel.
- Proven excellent customer service and interpersonal skills.

- Proven ability to work in an organised, accurate and responsive manner to meet the demands of multiple stakeholders (internal and external), including the ability to prioritise competing demands.
- Demonstratable adaptability and flexibility, including a willingness to learn new skills, systems and processes.
- Proven ability to take ownership or own workload, whilst working as part of a team to achieve department objectives.
- Self-motivated, positive and pro-active attitude.

Desirable

- Advanced MS Excel skills, including application of formulas, filtering and charts.

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: Volunteering Development Lead

Vacancy	Volunteering Development Lead
Salary	GBP £44,365 to £46,973 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	01/11/2020
Date Posted	19/10/2020
Reference	0000037681
Location	National
Region	United Kingdom

Job Profile

Job Title: Volunteering Development Lead

Directorate: People & Performance

Reports To: Head of Volunteering

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 12/10/2020

Overall Role Purpose

The Volunteering Development Lead helps people with sight loss to live the life they choose by developing and leading on volunteering projects and activities to grow and engage Guide Dogs volunteers as well as working with senior leaders to scope and define the volunteering elements of their strategies.

Key Responsibilities

- Develop and implement the programme of Lead Volunteers, collaboratively working with teams to optimise opportunities for these roles and ensuring appropriate support is in place to create high quality experiences for the volunteers who undertake them.

- Use insights and data to identify trends and develop and deliver a strategic plan for growing the scale, breadth and quality of volunteering experiences in Guide Dogs
- Scope and define key volunteer projects that will deliver against the volunteering strategy and wider organisational priorities.
- Provide a high level of proactive and innovative strategic support, insight and challenge to senior leaders when developing new volunteering related initiatives
- Work in partnership with senior leaders, particularly in fundraising and operations, to create a volunteer positive culture, ensure plans and activities meet operational need and are appropriately aligned and integrated with other supporter engagement strategies.
- Work collaboratively with the wider volunteering teams to ensure work is collaborative, prioritised and aligned with organisational priorities
- Contribute to the effective engagement of volunteers by taking a lead role in promoting diversity and inclusion, ensuring enhancements to the volunteer experience support the organisational diversity and inclusion strategy
- Devise and manage budgets as required, including working with fundraising and operations to secure and manage external funding where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 3 to 4

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 2

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Up to £250K

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

- Active membership of relevant professional networks e.g. CIPD, the Association of Volunteer Managers (AVM) and the Network of National Volunteer Involving Associations (NNVIA) Relevant volunteering qualification or equivalent.
- Relevant management qualification or equivalent.

Job-Related Experience

Essential

- Proven experience of developing, delivering and monitoring programmes and projects to grow the scale and breadth of volunteering in large organisations.
- Proven experience of managing activities to monitor and improve the quality of volunteer experience.
- Demonstrable experience of leading and managing staff/teams.
- Demonstrable relevant experience of working with volunteers that have leadership responsibilities/manage volunteer teams.
- Demonstrable experience of successful partner working.
- Proven experience of developing and managing budgets.
- Demonstrable experience of working with internal and external suppliers e.g. marketing, I.T., communications and HR.
- Proven experience of working with process improvement methodologies e.g. Lean.
- Proven experience of securing and managing external funding.

Desirable

- Demonstrable experience of coaching and mentoring
- Proven ability to influence at various levels
- Experience of creating an inclusive work environment for people with a disability

Knowledge

Essential

- Demonstrable and up to date knowledge of good practice and current trends in volunteering and particularly knowledge of innovative approaches to volunteering.
- Demonstrable and up to date knowledge of strategies, processes and tools necessary to effectively manage supporter journeys/supporter engagement.
- Understanding of Volunteering pathways.
- Demonstrable and up to date knowledge of good practice in equality, diversity and inclusion and implications and opportunities for volunteering.

Skills and Competencies

Essential

- Proven ability to work at a strategic level, including the ability to lead for and deliver change at an organisational level.
- Proven ability to use internal and external insight and data to drive strategic developments, including the ability to effectively commission insight.
- Demonstrable excellent external and internal influencing and networking skills, including at a senior level.
- Proven ability to deliver through others: influencing effectively to delivery organisational change.
- Demonstrable ability to inspire, coach and support others to work in new ways, creating a positive culture.
- developing effective partnerships to deliver plans and meet agreed targets.
- Excellent external networker, able to use networks and connections to support new developments in volunteering.
- Demonstrable excellent communication skills, including presentation and facilitation skills.
- Proven ability to prioritise and manage a large and complex workload.
- Computer literate with a good knowledge of Microsoft Office packages.

Desirable

- Proficiency in the operation of CRM 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

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.

**** End of document**