



INTERNAL JOB VACANCIES

22nd May 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	
Qualified Orientation & Mobility Specialist	London	31/05/2020	External
Insight and Customer Research Manager	London	31/05/2020	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Junior Designer

Vacancy	Junior Designer
Salary	GBP £17,879 to £18,931 per annum pro-rata
Job Type	Grade 2
Category	Fixed Term Contract- Full Time
Closing Date	31/05/2020
Date Posted	19/05/2020
Reference	0000037483
Location	Central Office
Region	South East

Overall Role Purpose

The Junior Designer helps people with sight loss to live the life they choose by ensuring the highest standards of designs and finished artwork for a range of Guide Dogs marketing materials – primarily for print items but with some digital requirement. Ensuring that design and creative solutions are fully accessible and consistently and clearly communicate Guide Dogs' visual identity.

The role plays a lead role in ensuring Guide Dogs' visual identity remains up-to-date and engages Guide Dogs' different stakeholders.

Key Responsibilities

- Design and artwork a range of Guide Dogs marketing materials, that accurately respond to the brief, clearly communicate key messages, make a strong visual impact and are a consistent expression of our brand identity. Present creative options to the Senior Designer and Creative Services Manager for discussion and review. Take advice and feedback constructively and supply updated proofs ensuring all amends have been made accurately.
- Prepare artwork correctly for different applications ensuring all material is provided in the correct format including file preparation, output, prepress and printing.
- Create accessible PDFs which follow best practice accessibility guidelines and can be accessed by users of assistive technology.

- Create editable PDFs for a range of marketing collateral such as posters, adverts, certificates, tickets, as part of fundraising toolkits which can be used by teams across the organisation including volunteer supporter groups, and accessed via the Digital Media Library.
- Prioritise tasks, demonstrate an ability to manage time effectively, ensuring timelines are met. Keep the Senior Creative Services Officer updated with progress of individual briefs, to help the Creative Services Team run smoothly and efficiently.
- Build relationships with internal colleagues so that the Creative Services Team is seen as helpful and knowledgeable. Liaise directly with colleagues as appropriate to discuss questions relating to the brief, advising on progress and ensuring that the end delivery date is met.
- Contribute to Team brain storming sessions, look for design references and inspiration, take on research tasks as required to support idea development.
- Demonstrate commitment to ongoing learning and development, including enhancing technical design skills, increasing knowledge and understanding of the organisation and the vision impairment sector.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

- Degree Level / Design qualification to degree level or equivalent in graphic design.

Job-Related Experience

Essential

- Proven experience of designing and delivering design projects from concept through to finished artwork.
- Maintain awareness of latest techniques, software packages, equipment, best practices and developments within the design community.
- Focuses on delivering quality service and demonstrates attention to detail.

Knowledge

Essential

- Knowledge of accessibility best practice.

Desirable

- Knowledge of the Third Sector.

Skills and Competencies

Essential

- Expert Mac software knowledge: Adobe Creative Suite (CS6) – InDesign, Photoshop, Illustrator.
- Excellent technical skills, with a strong understanding of design and typography with an excellent eye for detail.
- Excellent project and time management skills.
- Advanced knowledge of all print and design processes.
- Client facing – confident and outgoing with good communication and interpersonal skills, build relationships with internal staff at all levels of seniority and external agencies, and people with sight loss who use our services.

Desirable

- Advanced technical skills in Word, and Acrobat.

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: Trainee Habilitation Specialist

Vacancy	Trainee Habilitation Specialist
Salary	GBP £21,568 to £38,123 per annum
Job Type	Trainee
Category	Permanent- Full Time
Closing Date	31/05/2020
Date Posted	15/05/2020
Reference	0000037479
Location	Peterborough
Region	East of England

Overall Purpose

To complete Trainee Habilitation Specialist Training Programme and apply the theoretical learning provided, while taking on board and applying feedback from the work-based tutor. Complete written and practical assessments, as well as formal reviews.

To assess and work with service users and their families to provide suitable skills to aid independent mobility, in line with training programme requirements.

To provide service users with suitable habilitation skills for independent mobility, in line with training programme requirements.

To work alongside staff, volunteers and service users.

To develop interpersonal skills in preparation in working with service users, including both adults and children.

To develop into a competent and effective member of staff through the successful completion of a structured training programme and accredited qualification.

To fulfil the key accountabilities of the Habilitation Specialist job description.

To act as an ambassador for Guide dogs, promoting good public image and supporting the Association's strategic direction

Key Accountabilities of the Role

The table below contains 2 columns and 7 rows. The first column contains the number of the accountability, and the second column contains a description of the key accountability.

	Key Accountability
1	Attend and participate fully in all assigned modules using an enquiring and analytical approach, carrying out all required reading and pre and post course work, making full use of the resources available to you
2	Effectively plan and manage your workload to complete all team requirements, coursework, assignments and skills checks on time and to the best of your ability, meeting the requirements for presentation, word count, referencing and academic integrity.
3	Meet the performance and behaviour standards and codes of conduct set out in the Student Handbook and in Guide Dogs policies and procedures, raising any issues or concerns through appropriate channels early.
4	Work with your Tutors and Line Manager to ensure you are gaining the right skills, knowledge and experience and be proactive in utilising further opportunities for developing your skills.
5	Participate in team events and fundraising activities in your local area and to get to know Guide Dogs clients, volunteers and employees.
6	Carry out tasks from the qualified role JD at the agreed levels of supervision, putting theory into practice, and taking time to identify areas for review, follow up and further development.
7	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

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

Values and Behaviours

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

1 Dedicated to superior quality

- 2 Always trustworthy
- 3 Inclusive and embracing
- 4 Customer focused
- 5 Maximising impact
- 6 Passionate and determined

Competencies

Staff Members

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

Person Specification

The table below contains 3 columns and 11 rows. The first column is the person specification factor, the second is the essential criteria under this factor. The third column contains the desirable criteria for each factor.

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section.	
Job specific skills	<p>Can evidence the ability to work safely with children and young people (C&YP).</p> <p>A proven ability to establish effective working relationships with C&YP, parents and other professionals.</p> <p>Effective communication skills, verbal and written.</p>	<p>Understanding of legislation relating to children and to disability.</p> <p>Knowledge of range of resources available to visually impaired people.</p> <p>Effective presentation skills</p>

	<p>Good organisational and administrative skills.</p> <p>Identifies challenges and issues faced by Children & Young People and implements and reinforces formal interventions / support programmes.</p> <p>Knowledge of child development as per qualification below.</p> <p>Is committed to multi-agency working and can demonstrate a strong ability to liaise effectively with other professionals/agencies.</p>	<p>Knowledge and developing understanding of child protection issues.</p> <p>A demonstrable knowledge of the different stages of child development and their impact on a child's ability to learn.</p>
Previous relevant experience	<p>Current, (within the last 3 years) relevant, significant and verifiable experience of working with Children & Young People and their families in a teaching, teaching support or training role.</p> <p>Has worked as part of a team delivering services to children and young people.</p>	<p>Experience of working with children and young people with vision impairment and/or complex needs.</p> <p>Experience of delivering staff training or making presentations to groups</p> <p>Has a working knowledge of Microsoft Office programmes or equivalent.</p> <p>Has working knowledge of Braille.</p>
Knowledge	<p>Good computer skills.</p> <p>Good English language skills.</p>	<p>Welsh speaker for positions based in Wales.</p>
Qualifications / Training	<p>First degree or minimum qualification equivalent to QCF Level 4 plus relevant work experience specifically related to Children and Young People within the age range 0-25 years.</p>	<p>Relevant TA/HLTA qualification.</p> <p>Recent training related to either sensory impairment, Community Care practice, or working with children and families.</p> <p>First aid certificate.</p>
Special requirements	<p>Access to a car or suitable transport arrangements – for</p>	

(such as travel /overnight stays)	<p>example through Access to Work.</p> <p>Is capable of meeting the physical demands of the role, including where a reasonable adjustment can be made to assist this.</p> <p>Is able to commit to attending and completing the Graduate Diploma: Habilitation and Disabilities of Sight (C&YP).</p> <p>Prepared to occasionally work additional unsociable hours including some overnight stays.</p>	
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK.	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	<p>Can evidence a personal commitment to safeguarding C&YP and can demonstrate how s/he has contributed towards creating and maintaining a safer environment for C&YP.</p> <p>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.</p>	

The post holder is required to carry out other such duties as may

reasonably be required, commensurate with the grade of this post. All employees will be expected to excel in being customer centric, demonstrate advocacy for Guide Dogs at all times and be a fundraiser.

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

Job Description: Digital Marketing Manager

Vacancy	Digital Marketing Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Grade 5
Category	Permanent- Full Time
Closing Date	27/05/2020
Date Posted	15/05/2020
Reference	0000037480
Location	Burghfield Common - Central Office
Region	South East

Overall Role Purpose

The Digital Marketing Manager helps people with sight loss to live the life they choose by focusing on aligning all our digital channels and developing direct customer relationship activity such as (but not limited to) Email marketing within and alongside the development of our other digital marketing channels, including social media, content marketing and paid advertising to ensure we deliver an integrated and customer focussed approach and bring the Guide Dogs Email & Mobile marketing presence into alignment and develop our other key digital marketing channels (existing and future).

The role works within the in-house GD digital marketing team, existing and future agency partners and the wider charity producing integrated digital campaigns connecting with people to build brand advocacy and loyalty and reach our new and existing service users.

Key Responsibilities

- Manage and lead in the charity wide updating our ECRM marketing activity, ensuring this channel fits into our existing channels and activity investment in digital marketing and media as part of our corporate strategy. Including platform update, strategic planning and effective management of BAU and Email marketing campaign activity as part that fits into a cross channel approach to digital marketing. It needs to account that email is another channel to communicate to customers, but it is not a sole channel - consistency and integration is key.
- Manage the end-to-end customer focussed campaigns, including planning, coordinating, segmenting, targeting, set-up, testing,

broadcasting, reporting, and optimization. Choosing the most relevant mix of channels and platforms to enable full integration.

- Develop and maintain the digital marketing test plans, launch tests, analyse and report test results including but not exclusively email.
- Track and analyse all digital marketing communications performance and provide recommendations based on customer trends and behaviour wider industry changes and developments.
- Ensure the data transfer process, data overlays, data hygiene, opt-out compliance, contact management, and de-duping techniques to improve list quality and increase member spend consequentially. Ensuring this is applied and used to drive performance across all digital communications.
- Build strong internal relationships and coordinating across fundraising, marketing, design, customer care, and the wider charity. Advise of best practise in digital marketing and deliver campaign proposals from brief to execution to deliver against business and stakeholder objectives.
- Apply accessibility standards and with a particular awareness of sight loss.
- Use analytics for reporting and produce reports and communication for internal use.
- Plan and organise your work alongside reactive demands and opportunities. React to emerging opportunities and issues in real time.
- Line manage and lead a team of digital marketers to enable and ensure effective campaign activity is delivered. Support team development and ensure line management responsibilities are followed.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 5

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £1.2m

Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies
- Promote the vision and values of the organisation
- Engage in continuous personal development

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

- Degree or equivalent in Marketing / Digital Marketing or equivalent experience.

Job-Related Experience

Essential

- Managing trigger digital marketing communications campaigns throughout the customer lifecycle to maximise opportunities.
- Carrying out segmentation of the database and implementing remarketing strategies. Alongside testing on various digital communications campaigns to establish the most effective.
- Ensuring all campaigns comply with current best practice in the industry.

Desirable

- Experience in similar role in corporate or third sector environment.

Knowledge

Essential

- Up to date knowledge of safeguarding and data protection in digital marketing and marketing in general.

Skills and Competencies

Essential

- Excellent written communication and copywriting skills.
- Able to work closely with the internal stakeholders to develop a clear CRM strategy.
- Extremely analytical and be able to translate complex data into actionable and profitable marketing plans.
- Solid communication skills, comfortable and confident communicating with and across a broad range of people both internal and external, online and in person.
- Able to present data and insight to all areas of the organisation and within the marketing team as needed.

- Passion for helping and connecting people, able to emphasise with our sight loss and Guide Dogs service users. Experienced in listening, growing trust and adding value.
- Knowledge of sight loss, and an advocate of accessibility across the digital landscape, particularly email.
- Good planning and organisational skills, able to multitask mixing planned work alongside reactive demands.
- Able to understand and follow escalation processes for safeguarding issues as arise and follow and apply data protection policy.

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

Travel to agency meetings in London and events and other Guide Dogs locations around the country – so candidate will be expected to travel as part of role.

Job Description: Volunteer Coordinator

Vacancy	Volunteering Coordinator
Salary	GBP £21,568 to £22,838 per annum
Job Type	Grade 3
Category	Permanent- Full Time
Closing Date	24/05/2020
Date Posted	04/05/2020
Reference	0000037476
Location	South East
Region	South East

Overall Purpose

You will work in partnership with local colleagues to support the effective delivery of existing and new volunteering programmes. You will collaborate with colleagues to implement local volunteer recruitment plans, supporting volunteer managers with training, retaining existing volunteers and to deliver great volunteering experiences. Through a combination of hands on support and specialist volunteering advice and guidance, you will play a pivotal role in supporting the local implementation of the Volunteering Strategy in the community team and/or the regional centre location, ensuring it effectively meet the needs of Guide Dogs Strategy.

Key Accountabilities of the Role

	Key Accountability
1.	Planning for volunteer involvement 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.
2.	Volunteer Recruitment <ul style="list-style-type: none">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 journeyYou will support local operational teams to deliver agreed volunteering diversity plans

3.	<p>Volunteer Induction & Training</p> <ul style="list-style-type: none"> • 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
4.	<p>Support & Supervision</p> <ul style="list-style-type: none"> • 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

5.	<p>Volunteer Management</p> <ul style="list-style-type: none"> You will be responsible for recruiting, inducting, training and managing an appropriate number of volunteers directly relevant to your role and where relevant cross functional, to provide support to the local team
6.	<p>Volunteer Recognition</p> <ul style="list-style-type: none"> You will coordinate the process for local teams to optimise engagement in local and national volunteer recognition programmes
7.	<p>Volunteering Development</p> <ul style="list-style-type: none"> 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
8.	<p>Data Management</p> <ul style="list-style-type: none"> 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
9.	<ul style="list-style-type: none"> 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).
10.	<ul style="list-style-type: none"> You will be expected to perform any other duties as reasonably required in line with skills, knowledge, and experience to contribute to Guide Dogs strategic aims and ambitions.

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

Values and Behaviours

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

1. Open
2. Passionate
3. Innovative

Competencies

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
7. Demonstrates Guide Dogs' Values

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section Values and Behaviours section above	
Job specific skills	<p>Organised, efficient and with strong attention to detail</p> <p>Able to manage multiple projects/clients, maintaining excellent customer service</p> <p>Ability to effectively support, guide and advise others</p>	<p>Coaching and mentoring skills</p> <p>Negotiating and influencing skills</p> <p>Training and facilitation skills</p>

	<p>Ability to plan and implement projects and programmes of work</p> <p>Leadership and management of volunteers</p> <p>Computer literate with a good knowledge of Microsoft Office packages</p>	
Previous relevant experience	<p>Experience of leading and managing volunteers</p> <p>Experience of developing, implementing and reviewing new working practices within a team</p> <p>Experience of using a Customer Relationship Management (CRM) system</p>	<p>Experience of supporting, guiding and advising others to effectively manage volunteers</p> <p>Experience of working in volunteer management in a large or geographically dispersed organisation</p> <p>Experience of creating an inclusive work environment for people with a disability</p>
Knowledge	<p>Good practice of the legislative and regulatory framework for volunteering</p>	<p>Knowledge of good practice in equality, diversity and inclusion and implications for volunteering</p> <p>Knowledge of data protection and implications for volunteer management</p>
Qualifications / Training		<p>Knowledge of Volunteering pathways</p> <p>Relevant qualification in volunteer management or equivalent</p>

		<p>Relevant qualification in training/learning and development</p> <p>Active membership of relevant professional networks e.g. the Association of Volunteer Managers (AVM) and National Network of Volunteer Involving Associations (NNVIA)</p>
Special requirements (such as travel /overnight stays)	<p>Travel within the local area required.</p> <p>Travel and overnight stays within the UK may be required, although this is likely to be infrequent</p>	
Dog friendly	Comfortable with dogs in the workplace / office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with	

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

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

GRADE OF POST: 3

DATE OF EVALUATION: 30/07/2019

Job Description: Qualified Orientation & Mobility Specialist

Vacancy	Qualified Orientation & Mobility Specialist
Salary	GBP £33,196 to £38,912 per annum
Job Type	Grade 4
Category	Permanent- Full Time
Closing Date	14/06/2020
Date Posted	14/02/2020
Reference	0000036888
Location	London
Region	South East

Overall Purpose

Deliver specialist orientation and mobility services which support Guide Dogs strategic objectives and promote independence and choice to people who are blind and partially sighted. Through personalisation, the OMSp will provide specialist holistic assessment of customer needs that will improve their wellbeing.

Where appropriate this will include a whole-family and friends approach. You will have a technical understanding of the needs of customers in relation to the range of current products and services available from Guide Dogs and other relevant organisations.

Together with the client you will co-produce a staged delivery plan which is tailored to meet individual customer needs and goals. You will plan on-going reviews of customer progress in terms of the extent to which their desired outcomes have been achieved. You will input and maintain Guide Dogs' customer records within given time frames and ensure our Data Protection policy and Safeguarding policies are adhered to.

You will train and supervise Trainee Orientation and Mobility Specialists by providing professional technical expertise. This will include tutoring support in relation to academic assessments and on-going evaluation of their work performance. This is to ensure Guide Dogs' quality standards are maintained.

You will invest in giving and receiving peer-to-peer support, including attending national, regional and local peer support opportunities.

Key Accountabilities of the Role

	Key Accountability
1	Personalisation – Build on the information already gained from initial contact or referral information about a customer. Using person-centred skills be able to organise around the customer . Focusing on wellbeing, identify ambitions and challenges facing each customer and their families. Together with the customer, prepare a plan to deliver outcomes, including facilitating referrals and signposting where required.
2	Assessment - Assess the orientation and mobility needs, (including functional vision), capabilities, abilities and skills-gaps for customers seeking to improve their mobility.
3	Customer Training - Deliver a staged mobility plan (Agreed Training Programme) in line with the specific needs and capabilities related to the customers desired outcomes. Provide information to customers on alternative services and equipment available, as such needs arise.
4	Review – Regularly review, evaluate and agree customer mobility improvement and outcomes throughout training and adapt and update as required to ensure outcomes are achieved. Work closely with other Guide Dog departments (e.g. safeguarding) in order to support policies within the organisation.
5	Actively scope out opportunities to increase enquiries in line with Guide Dogs strategic aim of increasing reach and providing services to more people who are blind and partially sighted. Promote the profile of Guide Dogs at all times. Contribute to Fundraising initiatives and work with Legacy, Major Relationships, National and Regional Fundraising Departments to assist in generating income
6	Data management/Compliance/Administration - Keep appropriate records of all work undertaken, either on Guide Dogs' IS system, or on the system utilised by the relevant partner agency ensuring that all records and information is in inline with Guide Dogs policies and procdures.

7	Supervision and Leadership - Lead, inspire and mentor trainee staff to achieve agreed objectives within available resources. Ensuring practical and theoretical training is provided through continual assessment to deliver mobility training of a safe and competent standard. Use technical knowledge and experience working alongside the Technical Training to observe, assess and coach trainee Orientation and Mobility Specialists. Ensure this training meets the objectives set by undertaking regular supervision. Provide technical and direct line supervision to a number of allocated Orientation and Mobility Specialists.
8	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous improvement. We expect all our people to demonstrate commitment and evidence their active participation in continuous professional development (CPD).

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

Values and Behaviours

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

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

Competencies

Staff Members

1. Supports their team and colleagues
2. Works well with others across Guide Dogs

3. Is committed to quality and service
4. Understands how Guide Dogs operates and follows agreed procedures
5. Delivers their objectives and core activities as required
6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	Understanding of the benefits of person-centred planning
Job specific skills	Is able to build rapport with, and obtain information from clients using person centred planning. Is able to provide emotional support. Is able to problem solve. Ability to work with people who have additional needs. Is able to liaise and work with other professionals and volunteers. Has good organisation and report writing skills. Has a commitment to Health & Safety at work.	Able to travel within the Mobility Team area
Previous relevant experience	Has experience of working with people who are blind and partially sighted. Has working knowledge of Word, Excel and Outlook.	Has experience of complex needs. Has experience of working with volunteers.
Knowledge	<ul style="list-style-type: none"> • Instructional techniques. Orientation and mobility assessment and training. • Low vision assessment and training. • Additional disabilities. • Mobility equipment available. • The roles of other agencies and service providers. 	<ul style="list-style-type: none"> • Person-centred Planning

Qualifications / Training	Qualification as either a Mobility Instructor or Rehabilitation Worker e.g. Dip HE Rehabilitation Studies or equivalent with evidence of continued professional development to maintain current knowledge and experience within the field.	Training in person-centred approach.
Special requirements (such as travel /overnight stays)	Is willing to travel. Is willing to work out of hours, if required. Is willing to stay away from home overnight, if required.	
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK.	
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	Training in Safeguarding practice.

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

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

GRADE OF POST: 4

DATE OF EVALUATION: 12th October 2018

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