



INTERNAL JOB VACANCIES

22nd December 2020

Contents

Working for Guide Dogs.....	2
Job Description: Senior Telefundraising Executive	6
Job Description: Operations Support Coordinator	12
Job Description: Rehoming Officer	18
Job Description: Dog Wellbeing Technician - 10-month contract ...	24
Job Description: Dog Wellbeing Technician - 7-month contract	30
Job Description: Dog Wellbeing Technician - 28 hours	36
Job Description: Dog Wellbeing Technician - 21 hours	42
Job Description: Training & Behaviour Advisor	49
Job Description: Legacy Case Officer	55
Job Description: Financial Systems Analyst.....	62
Job Description: Dog Wellbeing Technician	68
Job Description: Compliance Assurance Specialist	74
Job Description: Technology Business Partner.....	80
Job Description: CAS Operations Manager	89
Job Description: Digital Producer.....	99
Job Description: Dog Health and Wellbeing Specialist.....	106
Job Description: Dog Wellbeing Technician	112



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 Habilitation Specialist	Bristol	10/01/2021	External
Orientation and Mobility Specialist (Rehabilitation Officer Visual Impairment)	Home Start (Nominated Office)	03/01/2021	External
Senior Facilities Coordinator	Bristol	07/01/2021	External
Finance & Governance Assistant	Burghfield Common - Central Office	04/01/2021	External
Procurement Business Partner - Fundraising and Marketing	Home Based (Nominated Office)	08/01/2021	External
Qualified Habilitation Specialist	South East	10/01/2021	External
Qualified Habilitation Specialist	Reading	10/01/2021	External
Operations Volunteering Officer	South West & Wales	31/12/20	External
Driver/ Support Worker	Midlands	05/01/2021	External
Dog Wellbeing Technician - 10-month contract	Forfar	23/12/2020	Internal
Regional Head of Operations - Scotland and Northern Ireland	Forfar	03/01/2021	External
Regional Head of Operations - South West	South West	03/01/2021	External
Senior Telefundraising Executive	Burghfield Common - Central Office	24/12/2020	Internal
Operations Support Coordinator	Reading	31/12/2020	Internal

Dog Wellbeing Technician - 7-month contract	Forfar	23/12/2020	Internal
Dog Wellbeing Technician - 28 hours	Forfar	23/12/2020	Internal
Dog Wellbeing Technician - 21 hours	Forfar	23/12/2020	Internal
Rehoming Officer	Bristol	27/12/2020	Internal
Digital Information, Advice and Guidance Delivery Manager	Central Office	3/1/2021	External
Canine Assisted Partnership Specialist	Bristol	4/1/2021	External
Volunteering Coordinator	Reading	3/1/2021	External
Operations Volunteering Officer	Scotland and NI	3/1/2021	External
Dog Health & Wellbeing Operations Manager	Scotland	28/12/20	External
Volunteering Coordinator	Glasgow	06/1/2021	External
Training & Behaviour Advisor	Newcastle	03/1/2021	Internal
Legacy Case Officer	Central Office	21/12/2020	Internal
Video Producer-Brand	Central Office	6/1/2021	External
Technology Business Partner	Central Office	8/1/2021	Internal
Finance & Planning Manager	Burghfield Common - Central Office	06/01/2021	External
Financial Systems Analyst	Central Office	06/01/2021	Internal
Dog Wellbeing Technician	Forfar	27/12/2020	Internal
Compliance Assurance Specialist	Various Locations	08/01/2021	Internal
Head of Service - Wales	Cardiff	10/01/2021	External
CAS Operations Manager	Forfar	30/12/2020	Internal

Project Coordinator - Project One	Home Based	10/1/21	External
Dog Health and Wellbeing Specialist	Hull	24/12/20	Internal
Regional Marketing and Communications Manager	North East	10/1/2021	External
Volunteering Coordinator	Bristol	10/1/2021	External
Research Assistant	National Breeding Centre	10/1/2021	External
Dog Wellbeing Technician	Leamington	10/1/2021	Internal
Digital Producer	Central Office	23/12/2020	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: Senior Telefundraising Executive

Vacancy	Senior Telefundraising Executive
Salary	GBP £21,568 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	24/12/2020
Date Posted	10/12/2020
Reference	0000037768
Location	Burghfield Common - Central Office
Region	South East

Job Profile

Job Title: Senior Telefundraising Executive

Directorate: Fundraising

Reports To: Telefundraising Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 21/08/2020

Overall Role Purpose

The Senior Telefundraising Executive helps people with sight loss to live the life they choose by delivering exceptional fundraising via the telephone to ensure the organisation achieves its targets for income generation whilst maintaining the best level of supporter satisfaction possible.

The role will deputise in overseeing the teams productivity in the Supervisors absence, offer support with team growth, coaching and training and answer any supporter related queries.

Key Responsibilities

- Make telefundraising calls to supporters and potential supporters, achieving targets on number of contacts, response and value in order to maximise Returns On Investment. To be the voice of Guide Dogs,

and to passionately execute the vision, aim and purpose of Guide Dogs to our supporters, whilst maintaining a minimum complaint level.

- To assist training colleagues, contribute to the telefundraising plan and assist the Telefundraising Manager and Team Supervisor on tasks as required.
- To deputise in answering supporter related queries and be competent in Guide Dogs CRM system in supervisors absence.
- Score and monitor Telefundraising calls in line with their quality monitoring KPI target with impartial scoring giving recommendations for improvement where required, ensuring that any feedback that requires immediate action is delivered back to the team Supervisors. Deliver regular and accurate compliance & quality reports to Telefundraising Management Team on a weekly basis.

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: Team annual income target of £600k

Assets Managed: None

Budget Accountability: Team budget of £300k

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

- 5 GCSE's including Maths and English at grade C or above or equivalent

Desirable

- Institute of fundraising qualifications and/or membership.

Job-Related Experience

Essential

- Call handling experience.
- Customer service, sales or marketing experience.
- Team Leader experience.
- Capable of working to targets for call quality monitoring

Desirable

- Experience in the Charity sector.
- A proven track record and experience in a results driven telemarketing environment and of meeting and exceeding targets.

Knowledge

Essential

- A strong understanding of Microsoft Office.

Desirable

- Understanding of fundraising.
- Competent in Word, Excel and PowerPoint.
- Understand a multivariable environment (dials, response rates, contacts, duration of call, average gift) and how the combination of these variables will affect return on investment.

Skills and Competencies

Essential

- Confident, with a friendly and professional phone manner.
- Self-motivated and reliable.
- Good at building rapport with the ability to recognise potential issues from supporter conversation and escalate for investigation.
- Capable of working to targets on call rates, conversion and supporter satisfaction levels.

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 Support Coordinator

Vacancy	Operations Support Coordinator
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	31/12/2020
Date Posted	10/12/2020
Reference	0000037769
Location	Reading
Region	England

Job Profile

Job Title: Operations Support Coordinator

Directorate: Operations

Reports To: Operations Support Supervisor/Operations Support Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/09/2019

Overall Role Purpose

The Operations Support Coordinator helps people with sight loss to live the life they choose by delivering a professional and pleasant work environment within our regional centres or community teams. Ensuring that anyone engaging with the local office whether in person or through virtual means will experience high standards of customer service, people-centred service and efficient professional and administrative support.

Key Responsibilities

- 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.
- 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 visitors, greeting and assisting visitors, supporting with the set up for meetings on site (except where Reception Coordinators located) as necessary. Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management.
 - 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

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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

- 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: Rehoming Officer

Job Profile

Job Title: Rehoming Officer

Directorate: Operations

Reports To: Dog Care & Welfare Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 13/03/2020

Overall Role Purpose

The Rehoming Officer helps people with sight loss to live the life they choose by securing an appropriate home for dogs that are no longer needed by the organisation (c. 900/year) at various life stages so that Guide Dogs' resources can be focused on dogs-in-training and in-service.

To place dogs that are withdrawn or retired from the Guide Dog service into suitable homes by identifying and assessing a constant supply of appropriate homes.

Key Responsibilities

- Recruit and select appropriate homes to meet individual dogs' requirements by accurate assessment of dogs and matching into appropriate homes.
- Safeguard the reputation of the Association by ensuring appropriate assessment of dogs prior to rehoming, providing rehomingers with accurate information regarding a dog's temperament and health, drawing up a clear rehoming legal agreement in consultation with internal legal advisors when appropriate.
- To negotiate rehoming fees within an agreed framework and handle sales and donations from rehoming families. To negotiate the appropriate level of financial support offered to new homes and nominated homes in conjunction with the Dog Care & Welfare Manager.

- Communicate with Guide Dog Owners about the rehoming of their retired dog and provide appropriate feedback to the Guide Dog Owner following the rehoming of their dog through recognised procedures.
- Communicate with staff and volunteer stakeholders about the rehoming of dogs to keep all relevant parties up to date with the rehoming process.
- Provide support and advice/coaching to Rehomers in appropriate dog handling techniques specific to an individual dog's needs.
- Investigate complaints relating to Rehomers/Rehomed dogs within a reasonable timeframe and take appropriate action under the direction of the line manager
- To recruit, train and manage volunteers as required to support with home checking.
- To maintain accurate records on internal and external databases.
- 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 10

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

- Five GCSE/'O' levels, or equivalent, to include Mathematics and English at Grade C or above.

Desirable

- Accredited learning in the areas of animal welfare or behaviour.

Job-Related Experience

Essential

- Practical experience working with dogs within either dog care or training environment.
- Practical experience of having to develop and maintain strong working relationships with a range of internal and external stakeholders and deal with complicated and emotional situations.

Desirable

- Work experience within the animal rehoming sector.
- Previous experience in the areas of animal welfare or behaviour.
- Previous experience in a teaching or mentoring role.

Knowledge

Essential

- Demonstrable understanding of dog psychology and behaviour modification.

Skills and Competencies

Essential

- Demonstrable written communication skills to a high standard and can analyse and extract key information.

- An understanding of dog welfare and behaviour is beneficial and will help a candidate match dogs to suitable homes with appropriate information.
- Proven interpersonal skills to communicate effectively with a broad range of internal and external contacts.
- Able to demonstrate aptitude for dog handling/training.
- Experience of using computer systems and being able to extract and input accurate information.

Desirable

- Ability to train others.

Behaviours

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- **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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- **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: Dog Wellbeing Technician - 10-month contract

Vacancy	Dog Wellbeing Technician - 10-month contract
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037761
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

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. Under direction of a Dog Health & Wellbeing Specialist, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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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: Dog Wellbeing Technician - 7-month contract

Vacancy	Dog Wellbeing Technician - 7-month contract
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037762
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

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. Under direction of a Dog Health & Wellbeing Specialist, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- 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:

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Safeguarding

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- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

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

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 - 28 hours

Vacancy	Dog Wellbeing Technician- 28 hours
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Permanent -Part Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037763
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

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.
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- 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:

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- 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

- 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

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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.

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 - 21 hours

Vacancy	Dog Wellbeing Technician- 21 hours
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Permanent -Part Time
Closing Date	23/12/2020
Date Posted	09/12/2020
Reference	0000037764
Location	Forfar
Region	Scotland

Job Profile

Job Title: Dog Wellbeing Technician

Directorate: Operations

Reports To: Dog Health & Wellbeing Specialist

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 28/10/20

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. Under direction of a Dog Health & Wellbeing Specialist, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- 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.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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Safeguarding

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

Mobility

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

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: 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	03/01/2021
Date Posted	11/12/2020
Reference	0000037773
Location	Newcastle
Region	England

Job Title: Training & Behaviour Advisor

Directorate: Operations

Reports To: Training and Behaviour Consultant

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 15.09.20

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 and maintenance of Guide Dogs' Standardised training for Excellent Partnerships (STEP) and Puppy Raising for Excellent Partnerships (PREP).

With support from the regional Training and Behaviour Consultant, the TBA provides expert training and behaviour advice and practical support to staff, clients and volunteers responsible for handling, socialising and training puppies and dogs.

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 deliver practical workshops and seminars to give staff and volunteers 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 and PREP
- 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 decision making when assessing dog temperament and behaviour (across all life stages) and to develop training plans utilising standardised PRT and welfare friendly approaches
- Monitor learning outcomes, compliance and skills development of team members and to assist local managers in ensuring a standardised approach is maintained.
- To use subject matter expertise to support clients and volunteers during training interventions to improve dog and partnership quality and performance. To support peers and TBC's during the ongoing development of the national standardised training approach
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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

Working at Guide Dogs

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

Person Specification

Education/Qualifications

Essential

- Qualified as a Guide Dog Mobility Instructor, Guide Dog Trainer, Assistance Dog Trainer/Instructor or an accredited dog trainer/instructor (e.g. with Association of Pet Dog Trainers or Kennel Club Accredited Instructor).
- Membership to relevant bodies associated with the animal training and behaviour modification field.

Job-Related Experience

Essential

- Experience of working with dogs specifically in relation to the shaping of behaviours and task acquisition relevant to Guide Dogs' and their clients.
- 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 programmes with dogs.
- Experience of working with a wide variety of dogs, with varied temperaments and needs.

Knowledge

Essential

- A working knowledge of dog ethology, behaviour, learning theory, animal ethics 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 dog production, Guide Dogs' strategic aims and customer's needs.
- 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.
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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: Legacy Case Officer

Vacancy	Legacy Case Officer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	21/12/2020
Date Posted	14/12/2020
Reference	0000037775
Location	Central Office
Region	South East

Job Profile

Job Title: Legacy Case Officer

Directorate: Fundraising

Reports To: Legacy Case Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/12/2020

Overall Role Purpose

The Legacy Case Officer helps people with sight loss to live the life they choose by providing an accurate and efficient service to process legacies in line with legislation, policy and best practice contributing to a high-income source for the organisation.

Key Responsibilities

- Responsible for managing a proportional share of legacy cases where Guide Dogs is a named beneficiary ensuring as far as reasonably possible that maximum value is achieved in line with the obligations to ensure the gift reaches the charity as intended by the Legator.

- Comprehensively, professionally and sensitively correspond with Executors, professional advisers, co-beneficiary charities and other external and internal stakeholders to work to resolve legacy cases in line with policy and governance infrastructure.
- Provide excellent next of kin experience; communicate sensitively and with empathy when in contact with lay Executors, bereaved family members and next of kin. Liaise with the appropriate Legacy Engagement Officer to coordinate visits to maximise relationship development with the Guide Dogs' family. Provide support to the Legacy Marketing team when inviting next of kin to the Name a Puppy scheme.
- Regularly review cases in line with the case review matrix, writing out to ensure continued progress and appropriate longer-term management in the case of will trusts.
- Prepare explanatory 'Briefing Notes' for the Trustees where Deeds, Settlements, Agreements, or Ex Gratia Applications require approval and/or execution.
- Ensure that all case details, post and receipts are processed, information is uploaded into First Class expediently and the legacy case notes are accurate and up to date with all available income estimates and property details entered as known. Ensure digital backups of all documents and correspondence are uploaded to the file as they come in. Record and retain all information in accordance with General Data Protection legislation.
- Complete detailed checks and reconciliation of Estate Accounts/Will Trust Accounts ensuring that all estate assets are accounted for, that all fees reflect work undertaken, that the transfer in specie of any shareholdings are reflected as a fair division and that all charity tax exemptions are correctly allocated. Obtain answers to queries and revised Estate Accounts.
- Protect Guide Dogs' interests by ensuring Executors apply the correct Capital Gains Tax and Inheritance Tax reliefs, allowances and rates. Conduct detailed checks and make any corrections needed regarding any estate tax calculations where it may affect the Guide Dogs share of the estate.
- Where a case involves property or land appropriated to Guide Dogs, protect Guide Dogs' interests in responsibilities by obtaining a S119 Report and applying the report recommendations to achieve best value.
- Obtain legal advice on complex litigation and claims against the Estate including: claims under the Inheritance (Provision for Family and Dependents) Act 1975, undue influence, will validity, proprietary

estoppel. Scrutinise and evaluate evidence together with the appointed Solicitor and act on the legal advice received to then make a recommendation to the Individual Giving Product Manager- Legacy, in line with the legacy policy, as to the best next step or resolution to achieve the best possible result whilst minimising any financial and reputational risk. Consult with co-beneficiaries and agree settlement terms. Seek respective approval based on entitlement at risk.

- Keep up to date on case law and changes in tax law, trust law and probate law and where relevant applying to own case load.

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 A Level standard or equivalent qualification.

Desirable

- Educated to degree level or equivalent qualification.
- Certificate in Charity Legacy Administration (CICLA) or equivalent qualification.

Job-Related Experience

Essential

- Proven experience of complex administrative work including managing casework.

Desirable

- Previous experience working as a Legacy Case Officer or working within a Legal environment as a paralegal or qualified lawyer.

Knowledge

Essential

- Basic understanding or demonstrable ability to learn and understand law pertaining to Wills, Taxation, Probate, Trusts, Property, Charities, the rules governing contentious and non-contentious Probate law and the IOF Code of Practice.

Skills and Competencies

Essential

- Strong Microsoft Office skills including Word, Outlook and Excel.
- High degree of sensitivity and emotional intelligence required to interact appropriately with those who have recently been bereaved.
- Strong analytical, problem solving and investigation skills.
- Ability to assess risk against benefit to reach a well-rounded conclusion.
- High organisational skills with the ability to maintain a number of projects simultaneously.

- Excellent interpersonal and communication skills.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Financial Systems Analyst

Vacancy	Financial Systems Analyst
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	06/01/2021
Date Posted	17/11/2020
Reference	0000037721
Location	Central Office
Region	South East

Job Profile

Job Title: Financial Systems Analyst

Directorate: Business & Finance Services

Reports To: Financial Systems and Reporting Development Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 04/12/2019

Overall Role Purpose

The Financial Systems Analyst helps people with sight loss to live the life they choose by developing, upgrading and maintaining the data structure, data integrity, financial control and effectiveness of the core finance systems and reporting suites, enhancing the organisation's ability to provide meaningful information both to external stakeholders and to internal decision-makers.

Key Responsibilities

- Develop, maintain and monitor the effectiveness of the core finance system (Unit4 Business World Cloud). This will include both liaising with both internal and external specialists, identifying system requirements and testing enhancements or changes before implementation.

- Provide support to all areas of the organisation by providing systems and financial accounting expertise as requested.
- Maintain and ensure data integrity of the finance system on a day-to-day basis, including new users, reports, coding, attributes, rules and document any changes that are made.
- Maintain reporting hierarchies within the finance system.
- Develop and maintain ad hoc reports to support decision making.
- Provide coaching, support and training to new and existing users of the finance system.
- Work with Procurement and the Financials Systems and Reporting Manager to ensure that the procurement processes are aligned, where appropriate, with our core finance system.
- Support the standardisation of reporting and file structure across the Finance team.
- Support the delivery of specific finance or business projects as requested.
- Deputise for the Financial Systems and Reporting Manager as required.

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 A level standard
- Finance Systems - working towards a finance qualification.

Job-Related Experience

Essential

- Maintaining and supporting finance/ERP systems.
- Development of business models in excel.
- Working within an organisation's finance department.

Knowledge

Essential

- Up-to-date knowledge of financial analysis techniques.

Skills and Competencies

Essential

- SQL skills.
- Documenting systems processes.
- Demonstrated problem solving skills and the ability to escalate issues as appropriate.
- Experience of articulating the end goal and defining solutions to arrive at that goal.
- Logical and high degree of attention to detail.
- Experience and understanding of the impact of change.
- Demonstrated knowledge and understanding of financial and organisational/business context.
- Ability to prioritise and execute tasks in a time pressured environment.
- Team Player.
- Strong excel skills and a quick learner.

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 27/12/2020
Date Posted 10/12/2020
Reference 0000037770
Location Forfar
Region Scotland

Job Profile

Job Title: Dog Wellbeing Technician
Directorate: Operations
Reports To: Dog Health & Wellbeing Specialist
Matrix Reporting To: None
Disclosure Check Level: Basic
Date created/last reviewed: 28/10/20

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. Under direction of a Dog Health & Wellbeing Specialist, support Guide Dog Owners and Volunteers within the area by providing training and education on routine canine health care and provide support to the owner, monitoring the dog's progress throughout a specific health concern reporting back to the Dog Health & Wellbeing Specialist as appropriate.
- 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: Compliance Assurance Specialist

Vacancy	Compliance Assurance Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	08/01/2021
Date Posted	14/12/2020
Reference	0000037777
Location	Various Locations
Region	National

Job Profile

Job Title: Compliance Assurance Specialist

Directorate: Business and Finance Services

Reports To: Risk and Compliance Lead

Matrix Reporting To: Quality Management Lead

Disclosure Check Level: None

Date created/last reviewed: November 2020

Overall Role Purpose

The Compliance Assurance Specialist helps people with sight loss to live the life they choose by providing information and advice on Guide Dogs' compliance framework and providing support across the organisation.

Reporting directly to the Risk and Compliance Lead, the role will work with people at all levels, across the organisation to ensure they understand the importance of consistent practice and the need to operate within the compliance framework, This includes identifying non-compliant practices and validating feedback as to the root cause and monitoring agreed actions for improvement.

Key Responsibilities

- Act as an expert in compliance to assist, advise and support teams across Guide Dogs to comply with Guide Dogs policies, processes and relevant legislation, regulations and codes as set out in the compliance framework.
- Partner across Guide Dogs to understand how things fit together and trouble shoot areas of inefficiency or risk.
- Collaborate with our teams to design and implement action plans, to address non-compliance and deal with the root cause.
- Partner across directorates and teams to facilitate actions and continuous improvement, maintaining standardisation, quality and compliance.
- Support the Risk and Compliance and Quality Management Leads to develop and implement Guide Dogs quality and compliance frameworks
- Facilitate learning on the compliance and quality frameworks through training, presentations or webinars for managers.

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: 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:

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

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

Working at Guide Dogs

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

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

Person Specification

Education/Qualifications

Essential

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

Desirable

- Qualification in compliance, risk management, project management or quality assurance.

Job-Related Experience

Essential

- Experience of:
 - working with a range of people in many different business functions.
 - facilitating problem-solving activities with people and teams.
 - working with people and teams to agree actions for improvement in compliance
 - carrying out robust monitoring and confirming that actions have been complete.
 - articulating and implementing Policies, processes & quality documents
 - using IT, including Microsoft applications.

Desirable

- Experience of creating and delivering webinars and training, face to face and online.

Knowledge

Essential

- Knowledge of compliance best practices and processes.

Skills and Competencies

Essential

- Proven and evidenced:
 - ability to communicate complex information in an engaging way for people.
 - ability to build effective working relationships

- ability to negotiate and influence people in order to achieve goals.
- decision-making and ability to analyse information.
- ability to undertake comprehensive problem solving.
- ability to work in a proactive and flexible way, using own initiative, within the boundaries set by the Risk and Compliance Lead, with reference to the Quality Management Lead.
- ability to research, analyse and report independently across a breadth of topics

Behaviours

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

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
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So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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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: Technology Business Partner

Vacancy Technology Business Partner
Salary GBP £47,000 - £54,000 per annum
Job Type Lead Professional
Category Permanent- Full Time
Closing Date 08/01/2021
Date Posted 14/12/2020
Reference 0000037779
Location Central Office
Region South East

Job Profile

Job Title: Technology Business Partner

Directorate: Business & Finance Services

Reports To: Head of User Experience and Planning

Matrix Reporting To: Head of Digital

Disclosure Check Level: None

Date created/last reviewed: 28/02/2019

Overall Role Purpose

The Technology Business Partner helps people with sight loss to live the life they choose by actively influencing and challenging teams on the adoption of technology as part of the digital transformation of the organisation, ensuring that with the adoption of technology we gain real value from existing and future investments is used in supporting employees, volunteers and service users.

Key Responsibilities

- Through the application of technology, you will influence strategic change to drive optimal long-term performance and delivery of all strategic objectives across Guide Dogs.
- Partner with Directorate leadership and management teams being the point of expertise for all technology areas, offering advice, support and insight.
- Build and maintain influential, inclusive and collaborative relationships with the Director and Senior Management team of the area that you are the partner to, acting as an internal technology (encompassing IS and Digital) business consultant to enable them to deliver their strategic plans and objectives.
- To be accountable for ensuring that your part of the organisation understands relevant technology policies, services and best practice.
- Be part of an effective Technology team that delivers services that help the organisation achieve its strategic objectives. This

includes driving the transparent production of a technology plan and Digital Marketing plans that enable early engagement with other specialist areas as required

- Be accountable for ensuring that the area you support understands the technology strategy and roadmap and is prepared to support all changes. Ensure all requirements are fully understood, documented and fed into the Technology plan and on the roadmap for changes.
- Accountable for communicating and delivering workshops on how current and future technology can support your area's strategic plan and be prepared to challenge with new ideas and technologies that could deliver positive change.
- Encourage and assist the Technology Team analysing and improving performance and capability through the interpretation of business KPIs, management data, internal and external benchmarking information and external best practice.
- Lead the delivery of smaller projects, improvement initiatives and prototypes ensuring opportunities are taken forward and delivered to agreed timescales, quality standards, and that all risks are addressed.
- Contribute to the Organisation's Technology strategy and policy formulation and support its implementation in their portfolio, working closely with senior IS and Digital colleagues and functional specialists.
- Contribute to your area's Strategic Programme by providing input on Technology and challenging thinking around the adoption of technology solutions and Digital Marketing approaches.
- Manage and coach your area on how Agile techniques will be used for development of solutions and the content of individual sprints. Coach junior colleagues in IS as necessary.
- Act as an effective escalation point for all issues connected with Technology Services and work with colleagues in the Technology Team to ensure they are resolved.
- Deputise for the Head of User Experience and Planning as requested.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Organisation.
- 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 matrix reports variable depending on projects and initiatives being supported.

Number of Indirect Reports: Dependent on active projects.

Number of Volunteers Supervised: Dependent on projects and workload

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Responsibility for project budgets and will have significant influence over the operational and project budget for IS and Digital.

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 or experienced Technology Professional with significant experience
- Degree in Computer Science, Data Analytics or related area.
- Qualification in Project Management, Business Analysis or Process Improvement.
- Degree/Post Graduate qualifications in Digital

Job-Related Experience

Essential

- Experience of working in various environments
- Experience and understanding of the impact of change.
- Experience of influencing the business to understand and adopt technology
- Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.
- Experience of delivering Technology projects, working across the spectrum of IS and Digital disciplines

Knowledge

Essential

- A detailed understanding of current and evolving technologies and how they can be applied in our environment.
- A good understanding and experience of Business Analysis and process mapping techniques.
- A detailed understanding of Program and Project management methodologies (Agile and Waterfall).
- A detailed understanding of the Digital landscape and across the range of Digital disciplines
- Experience in formulating and implementing strategy.
- A sound understanding of tools and techniques to influence partners across all levels of the organisation, and flexibility to apply these in different circumstances

Skills and Competencies

Essential

- Matrix management within a technical discipline in a large organisation
- Broad and up to date knowledge of Digital Marketing strategy and delivery
- Commercial/business acumen
- Able to build highly effective and collaborative working relationships with Directors and senior managers
- Persuasive and credible influencing skills
- Strong customer service focus and flexibility
- An ability to think strategically and understand the broader organisational issues
- Diagnostic and advisory skills - the ability to take on new concepts, analyse a complex problem/situation, think creatively and advise on a range of options
- Excellent communication and team-working skills
- Able to coach Directors and senior managers on the use and application of technology.
- Able to present, analyse and interpret business challenges so that effective technology solutions can be proposed.
 - Project management skills
 - Tenacity and resilience
 - Detailed understanding of new and existing technologies that support our strategy.
- Business analysis, process improvement and user experience skills.
- Excellent writing and presentation skills
- Can demonstrate the ability to turn the strategy into action and to ensure the organisation moves forward
- Manages resources in an efficient and considered way
- Delivers projects and programmes which achieve the required results
- Ensures that core activities run effectively and produce good quality outcomes
- Enables others to perform and maximise their potential
- Conducts themselves in an appropriate, professional manner

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: CAS Operations Manager

Vacancy	CAS Operations Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	30/12/2020
Date Posted	16/12/2020
Reference	0000037787
Location	Forfar
Region	Scotland

Job Profile

Job Title: CAS Operations Manager

Directorate: Operations

Reports To: Head of CAS Operations

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Children Barred

Date created/last reviewed: 20/08/2020

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) 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.

Desirable

- Project Management qualification (Prince-2 or equivalent)
- Professional qualification (e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehab/GDT/GDMI.)

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 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
- Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable (SISS role)
- Experience of professional supervision of staff working with children with complex needs. (SISS role)

- Experience of working with dogs (CAS role)
- Experience of working in any the following settings; education, health and social care, police/probation
- 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

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.
- 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.

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: Digital Producer

Vacancy	Digital Producer
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	23/12/2020
Date Posted	16/12/2020
Reference	0000037788
Location	Central Office
Region	South East

Job Profile

Job Title: Digital Producer

Directorate: Marketing, Digital & Influencing

Reports To: Digital Delivery Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/06/2020

Overall Role Purpose

The Digital Producer helps people with sight loss to live the life they choose by developing and maintaining Guide Dogs digital communications to support and deliver the organisation's strategy.

Key Responsibilities

- Continuously develop, maintain and improve the Guide Dogs website and other content platforms such as chat bots, apps and voice assistant platforms.
- Take on the role of lead digital producer for a designated area of the business, taking responsibility for content accuracy, functional performance, user experience and meeting web content accessibility guidelines (WCAG).

- Work with stakeholders to formalise a brief and then scope, plan and deliver end to end, projects and campaigns that meet brand guidelines, are quality assured and achieve the desired conversion metrics.
- Inspire and support subject matter experts (SMEs) to create good quality content.
- Create great, customer-centric digital user experiences, including information architecture, user journeys and design.
- Keep up to date on new and emerging digital technologies to facilitate recommendations for delivering new projects competitively.
- In collaboration with the search engine optimisation (SEO) specialist, complete on-page optimisation, including imagery, and meta data requirements.
- In collaboration with the data analyst, measure and review project and campaign insights and benchmarks.
- Identify, report and assist in bug fixing, carrying out user acceptance testing and regression testing where required.
- Assist in scoping new development and carrying out user acceptance testing and regression testing where required.
- Work with the Data Management Team and Business Solution Consultants to achieve stakeholder data capture requirements.

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

- Relevant professional qualification or demonstrable experience in digital production.

Job-Related Experience

Essential

- Experience using web content management systems (Sitecore preferred, but training can be provided).
- Experience in web copywriting and editing skills, with an appreciation of search engine optimisation techniques and application of brand tone of voice.
- Experience of using analytics and applying insight.
- Experience of working with and optimising multimedia.
- Experience of maintaining and promoting a brand online.
- Experience of delivering projects and campaigns to time and budget.
- Experience in producing a web content strategy.

Desirable

- Experience of working with Balsamiq Wireframing.
- Experience of working with Jira.
- Experience of working with Tempo.

Knowledge

Essential

- Knowledge of content management systems.
- Knowledge of Microsoft Office.
- Knowledge of Google Analytics.
- Knowledge of Adobe Photoshop.
- Knowledge of UX.
- Knowledge of SEO.
- Knowledge of redirects and friendly urls.
- Knowledge of tracking and UTM.

- Knowledge of HTML.
- Knowledge of social media platforms.
- Knowledge of Third Sector.

Desirable

- Knowledge of CSS and JavaScript.

Skills and Competencies

Essential

- Effective communicator capable of managing and influencing cross-functional stakeholders, to a senior level, and gain recognition as a trusted adviser.
- Excellent organisational skills with the ability to manage multiple projects simultaneously and to a high standard whilst keeping all parties updated.
- Excellent attention to detail with the ability to also work at the visionary level.
- Ability to plan project schedules, work under pressure, manage competing demands and deliver to tight timescales.
- Able to use initiative to work without supervision as well as working as part of a team.

Desirable

- Agile Scrum methodology.

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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- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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Safeguarding

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

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

Mobility

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

Job Description: Dog Health and Wellbeing Specialist

Vacancy	Dog Health & Wellbeing Specialist
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	24/12/2020
Date Posted	01/12/2020
Reference	0000037740
Location	Hull
Region	England

Job Profile

Job Title: Dog Health & Wellbeing Specialist

Directorate: Operations

Reports To: Dog Health & Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: None

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 Technician

Vacancy	Dog Wellbeing Technician
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	10/01/2021
Date Posted	21/12/2020
Reference	0000037797
Location	Leamington
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.

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- Emotional awareness;
- Working within professional boundaries and self-awareness; and

- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

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

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 duty.

** End of document