



INTERNAL JOB VACANCIES

24th November 2020

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Working for Guide Dogs

If you want to work for an organisation that makes a real difference to the lives of people who are blind or partially sighted, Guide Dogs may have a great opportunity for you. We have more than 1,000 staff working across the UK in a wide range of roles, all motivated by knowing that, whatever their job, they are playing their part in helping our clients get around independently and safely.

We welcome applications from all sections of the community and we actively encourage diversity. The skills and abilities that we are looking for are as diverse as the range of jobs we have to offer. We are committed to fostering talent and supporting the development of our current staff and registered volunteers.

Please note, all vacancies close at midnight on the date specified. If you would like more information for any of the vacancies below, please call our Volunteering Office on 0345 143 0191. CVs will not be accepted.

Please continue to the next page for details of current vacancies.

Available roles

Role	Location	Closing date	
Dog Wellbeing Technician	Southampton	29/11/2020	External
Dog Wellbeing Technician	Exeter	29/11/2020	External
Dog Wellbeing Technician	Bristol	29/11/2020	External
Dog Wellbeing Specialist	Cardiff	29/11/2020	External
Procurement Business Partner - Fundraising and Marketing	Home Based (Nominated Office)	25/11/2020	Internal
Rehabilitation Officer - Visual Impairment	South East	13/12/2020	External
Puppy Development Advisor	South West	29/11/20	External
Puppy Development Advisor	North East	29/11/20	External
Lead Services Marketing Manager	National	29/11/2020	External
Dog Wellbeing Technician	Cardiff	26/11/2020	Internal
Creative Designs Manager	Central Office	29/11/20	External
Name a Puppy - Fulfilment Team Manager	Home Based	29/11/20	Internal
Dog Health & Wellbeing Operations Manager	Forfar	27/11/20	External
Access Assistant	Home Based (Nominated Office)	27/11/20	Internal
Finance & Planning Manager	Burghfield Common - Central Office	01/12/2020	External
Financial Systems Analyst	Central Office	01/12/2020	Internal
Qualified Habilitation Specialist	Bristol	02/12/2020	External

Dog Health & Wellbeing Specialist	Forfar	03/12/2020	External
Training & Behaviour Advisor	Reading	01/12/2020	External
Orientation and Mobility Specialist (Rehabilitation Officer Visual Impairment)	Home Start (Nominated Office)	03/01/2021	External
Puppy Development Advisor	North West	07/12/2020	External
Head of Service, Northern Ireland	Belfast	07/12/2020	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Procurement Business Partner - Fundraising and Marketing

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

Job Profile

Job Title: Procurement Business Partner

Directorate: Business & Finance Services

Reports To: Head of Procurement Services

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 29/08/2019

Overall Role Purpose

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

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

Key Responsibilities

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

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

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

instances of good and bad commercial practice are addressed appropriately.

- To be responsible for the timely production of monthly procurement reports for review and input by Executive Board and drafting of Board papers to influence Trustee decision making.
- Monthly attendance at directorate(s) Heads of Department team meetings working closely with allocated HR and Finance Business Partners to provide a full support service.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

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

Number of Volunteers Supervised: None

Financial Accountability

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

Assets Managed: None

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

Application of this Job Profile

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

All employees must also:

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

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

Desirable

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

Job-Related Experience

Essential

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

Knowledge

Essential

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

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

Skills and Competencies

Essential

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

Behaviours

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

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Dog Wellbeing Technician

Vacancy	Dog Wellbeing Technician
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	26/11/2020
Date Posted	12/11/2020
Reference	0000037715
Location	Cardiff
Region	Wales

Job Profile

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

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.
- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.

- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies

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

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: Name a Puppy - Fulfilment Team Manager

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

Job Profile

Job Title: Name a Puppy - Fulfilment Team Manager

Directorate: Fundraising

Reports To: National Name A Puppy Product Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 26/08/2020

Overall Role Purpose

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

Key Responsibilities

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 6

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £25,000 approx.

Application of this Job Profile

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

All employees must also:

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

- Engage in continuous personal development

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

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

Desirable

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

Job-Related Experience

Essential

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

Desirable

- Previous exposure to working in the charity sector.

Knowledge

Essential

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

Desirable

- Understanding of the charity sector and fundraising techniques.

- Good understanding of fundraising legislation and new product development.

Skills and Competencies

Essential

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

Desirable

- Ability to motivate a team to achieve results.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Access Assistant

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

Job Profile

Job Title: Access Assistant

Directorate: Operations

Reports To: SISS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Adult Barred

Date created/last reviewed: 28/04/2020

Overall Role Purpose

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

Key Responsibilities

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

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

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

Job-Related Experience

Essential

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

Desirable

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

Knowledge

Essential

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

Skills and Competencies

Essential

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

Desirable

- Highly motivated towards a client/customer focused service.

- Awareness of sighted guiding techniques.

Behaviours

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

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

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	01/12/2020
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.

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