



# INTERNAL JOB VACANCIES

27<sup>th</sup> October 2020

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## Working for Guide Dogs

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

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

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

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

## Available roles

<b>Role</b>	<b>Location</b>	<b>Closing date</b>	
National Head of Adult Services	National	28/10/2020	Internal
Guide Dogs Information Line Advisor	National	27/10/2020	Internal
Operations Volunteering Officer	North West	27/10/2020	Internal
Operations Volunteering Officer	Midlands	27/10/2020	Internal
Operations Volunteering Officer (CAS)	Scotland & NI	27/10/2020	Internal
Operations Volunteering Officer (CAS)	North East	27/10/2020	Internal
Operations Volunteering Officer (CAS)	South East	27/10/2020	Internal
Operations Volunteering Officer (CAS)	South West and Wales	27/10/2020	Internal
Dog Wellbeing Operations Manager	North East	27/10/2020	Internal
Dog Wellbeing Technician	Shrewsbury	27/10/2020	Internal
Dog Wellbeing Specialist	Northern Ireland	27/10/2020	Internal
Dog Wellbeing Specialist	Forfar	27/10/2020	Internal
Puppy Development Advisor	Midlands	30/10/2020	Internal
Dog Wellbeing Technician	Leeds	27/10/2020	Internal
Dog Wellbeing Technician	Newcastle	27/10/2020	Internal

Puppy Development Advisor	South West	30/10/2020	Internal
Puppy Development Advisor	South West	30/10/2020	Internal
Puppy Development Advisor	North East	30/10/2020	Internal
Puppy Development Advisor	North West	30/10/2020	Internal
Lead Services Marketing Manager - Adults	National	28/10/2020	Internal
Visitor Experience Support Coordinator	National Breeding Centre	01/11/2020	Internal
Regional Volunteering Advisor	Homebased South East	01/11/2020	Internal
Volunteering Coordinator	Reading	01/11/2020	Internal
Volunteering Office Assistant	Atherton	01/11/2020	Internal
Dog Wellbeing Technician	Southampton	01/11/2020	Internal
Dog Wellbeing Technician	Exeter	01/11/2020	Internal
Dog Wellbeing Technician	Bristol	01/11/2020	Internal
Dog Wellbeing Technician	Reading	01/11/2020	Internal
Dog Wellbeing Specialist	North East	01/11/2020	Internal
Dog Wellbeing Specialist	Cardiff	01/11/2020	Internal
Volunteering Office Assistant	Home Based	01/11/2020	Internal
Volunteering Development Lead	National	01/11/2020	Internal
IS Education Support	National	4/11/2020	Internal
Finance & Governance Assistant	Burghfield Common - Central Office	5/11/2020	Internal

Finance Planning, Reporting and Systems Manager	Burghfield Common - Central Office	5/11/2020	External
CAS Operations Manager	Redbridge	8/11/2020	Internal
CAS Operations Manager	London	8/11/2020	Internal

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

Thank you for your interest in working with Guide Dogs.

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

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



# Job Description: National Head of Adult Services

<b>Vacancy</b>	National Head of Adult Services
<b>Salary</b>	GBP £54,414 - £57,133 per annum
<b>Job Type</b>	Senior Leader
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	30/09/2020
<b>Reference</b>	0000037574
<b>Location</b>	National
<b>Region</b>	United Kingdom

## Job Profile

Job Title: National Head of Adult Services

Directorate: Operations

Reports To: Director of Service Development

Matrix Reporting To: None

Disclosure Check Level: Enhanced - Adults

Date created/last reviewed: 10/08/2020

## Overall Role Purpose

The National Head of Adult Services helps people with sight loss to live the life they choose by leading on the national standards, provision and improvement of the adult services portfolio so that they deliver excellence in providing enhanced skills, information and support for adults with sight loss and their family and friends.

## Key Responsibilities

- Ensure national standards of delivery for Orientation and Mobility are in place and reviewed accordingly in line with professional standards.



- Ensure services within the adult's portfolio meet the outcomes required by customers.
- Ensure that standards, processes and guidance for the delivery of all adult services are in place. This includes My Sighted Guide, Life Skills, and preparing people for a Guide or Companion Dog.
- To ensure Guide Dogs are a leading provider of Orientation and Mobility and volunteer-led services externally, representing the organisation as needed and sharing key learnings from the field with Guide Dogs.
- To be the lead in Adult Services for blind and partially sighted people and support other internal functions where needed, such as campaigning, policy and marketing.
- Ensure technology is embedded into the core skills of all operational personnel and technology is built into training pathways for technical staff and inductions for service personnel.
- Maintain a birds-eye perspective on the needs of blind and partially sighted adults and families. Work with the policy and campaigns team to ensure these needs inform their work, celebrates successes and embeds best practice.
- Support Continuous Professional Development and training pathways where needed for technical and service delivery staff.
- Support the planning of resources for short, medium and long term working in partnership with the Supply Specialist and Supply Chain Manager.
- Work in partnership with finance to ensure all budgets set for services align to workforce plan requirements and developments of the service and to monitor and manage the budget spend accordingly.
- To standardise all services for Adults to enable maximum effectiveness of resources and outputs.
- Embed a framework of continuous improvement. Work in partnership with delivery teams to identify best practice, embedding this across teams to improve consistency and outcomes.
- Ensure every service has the right operating standards in place that can be measured (safety, timeliness etc), with supporting material such as correct guidance and process maps.
- Ensure all changes to services are mapped through the Customer Journey by working with the Service Design Manager.
- Ensure all elements of the Adult portfolio meet safeguarding requirements, monitoring compliance and working with Operations and/or Safeguarding to ensure best practice.

- Ensure all processes and standards are compliant with governance from a legal, safeguarding, health & safety and insurance perspective.
- Work alongside Regional Heads of Operations and regional leadership and planning to ensure all service delivery plans are achievable.
- Ensure that new services in the Adults offer are delivered and embedded.
- Work in partnership with the Supply Specialist to ensure the right Target Operating Models for all adults' services are in place.

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: 4 (with scope to increase if required)

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

# Person Specification

## Education/Qualifications

### Essential

- Appropriate vocational degree educated or equivalent experience.
- Six Sigma and/or knowledge of Lean/continuous improvement methodology.
- Professional Management training.

### Desirable

- Successful completion of a management/ process management qualification.
- A degree or equivalent in Adult People Mobility/Rehabilitation professional qualification.

## Job-Related Experience

### Essential

- Must have in depth experience in leading and managing service delivery with successful outcomes for people with disabilities, or a background in social care services.
- Substantial track record of effective leadership at senior management level in an organisation of comparable size and complexity.
- Evidence of successful people management.
- Evidence of of succesful project management
- Experience of introducing major new initiatives/services which affect organisational change.
- Considerable experience in leading or managing front line service delivery of highy complex services
- Proven track record in achieving results within a cross functional management role.
- Experience of and commitment to continuous improvement and the ability to act as a change agent with evidence of successful outcomes.
- Experience with lean methodologies.
- An understanding of the principles required for effective financial and budget management.

## **Desirable**

- Experience of working in the sector/not for profit sector.
- Experience of strategy implementation and leading organisational and cultural change initiatives.
- Lived experience of sight loss.

## **Knowledge**

### **Essential**

- Extensive current theoretical and practical knowledge of Adult service delivery and management which has been implemented effectively. Demonstrates commercial astuteness. Computer literate with good knowledge of Microsoft/software packages.

### **Desirable**

- Understanding of charity governance.

## **Skills and Competencies**

### **Essential**

- Excellent communication and interpersonal skills with evidence of having positively inspired, motivated, managed and influenced a range of stakeholders in a changing environment.
- People management experience.
- Organisational skills.
- Problem solving skills.
- Change management.
- Coaching skills.
- Ability to work under pressure and to deadlines with successful outcomes.
- Evidence of effective business planning and project management skills which have delivered on organisational deadlines in line with aims and objectives.

## **Behaviours**

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

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

So, we: -

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

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

## Safeguarding

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

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and

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

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required. Travel and overnight stays for meetings and when visiting Guide Dogs locations.

# Job Description: Guide Dogs Information Line Advisor

<b>Vacancy</b>	Guide Dogs Information Line Advisor
<b>Salary</b>	GBP £17,879 to £18,931 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037618
<b>Location</b>	National
<b>Region</b>	United Kingdom

## Job Profile

Job Title: Guide Dogs Information Line Advisor

Directorate: Operations

Reports To: Guide Dogs Information Line Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

## Overall Role Purpose

A Guide Dogs Information Line Advisor helps people with sight loss to live the life they choose by delivering virtual information, advice and guidance via the Guide Dogs Information line, using a person-centred approach. This includes being a telephone, email and web enquiry operator and delivering the key administrative functions of the Guide Dogs Information Line. The advisor ensures operational delivery of the line is successful and accessible for those that need to access it and is a specialist in either dog wellbeing, children and young people or adults.



## **Key Responsibilities**

- Deals with calls, emails and web enquires, ensuring they are proficiently handled and referred to the relevant internal specialists where appropriate.
- Ensures callers are responded to in a professional manner and information provided is accurate. This involves using extensive knowledge of Guide Dogs services, information, advice and guidance, as well as utilising own initiative to answer queries.
- Uses initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Demonstrates a rounded knowledge of all Guide Dogs services, information, advice and guidance and is a specialist in dog wellbeing, children and young people, or adults.
- Continually improves knowledge and actively participates in continuous professional development (CPD), both of general services, information, advice and guidance and within their specialist area.
- Ensures caller information is promptly and accurately entered and updated onto the Guide Dogs database.
- Works together with the Guide Dog Information Line team to proactively share knowledge and review frequently asked questions (FAQs), ensuring growth as a group.
- Advises the Supervisor of any issues that affect the ability to follow a process or procedure as well as passing on constructive feedback which could lead to improvements in the FAQ database.
- Complaints are recorded and escalated in line with Guide Dogs processes, always maintaining professionalism and diplomacy.

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent).

### Job-Related Experience

#### Essential

- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

#### Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

### Knowledge

#### Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with good skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Clear understanding and experience of safeguarding.

#### Desirable

- Knowledge of Salesforce or CARE database.

### Skills and Competencies

#### Essential

- Highly motivated towards a delivering a person-centred service.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- Evidence of dealing with confidential issues sensitively and with total integrity.

- Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
- Able to work effectively to achieve agreed Service Level Agreements.
- Accurate data entry skills.
- Able to work effectively and flexibly under pressure.
- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Self-motivated.
- Attention to detail and problem-solving skills.
- Effective time management skills.

## Behaviours

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

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

So, we: -

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

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

## Safeguarding

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

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

## Mobility

Occasional travel to other sites.

# Job Description: Operations Volunteering Officer

<b>Vacancy</b>	Operations Volunteering Officer
<b>Salary</b>	GBP £21,568 - £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037620
<b>Location</b>	North West
<b>Region</b>	North West

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None



## Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies
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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

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

## Job-Related Experience

### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

## Knowledge

### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

### Behaviours

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

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
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course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
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- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

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

# Job Description: Operations Volunteering Officer

<b>Vacancy</b>	Operations Volunteering Officer
<b>Salary</b>	GBP £21,568 - £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037622
<b>Location</b>	Midlands
<b>Region</b>	Midlands

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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



# Person Specification

## Education/Qualifications

### Essential

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

## Job-Related Experience

### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

## Knowledge

### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of

course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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

# Job Description: operations Volunteering Officer (CAS)

<b>Vacancy</b>	Operations Volunteering Officer (CAS)
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037633
<b>Location</b>	Scotland and NI
<b>Region</b>	Scotland

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

# Person Specification

## Education/Qualifications

### Essential

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

## Job-Related Experience

### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

## Knowledge

### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.



## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of

course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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

# Job Description: Operations Volunteering Officer (CAS)

<b>Vacancy</b>	Operations Volunteering Officer
<b>Salary</b>	GBP £21,568 - £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037620
<b>Location</b>	North West
<b>Region</b>	North West

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
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- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
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- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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## 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

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

## Job-Related Experience

### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

## Knowledge

### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
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### Behaviours

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- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
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- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and
- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

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



# Job Description: Operations Volunteering Officer (CAS)

<b>Vacancy</b>	Operations Volunteering Officer (CAS)
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037635
<b>Location</b>	South East
<b>Region</b>	South East

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
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- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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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 at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

## Job-Related Experience

### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

## Knowledge

### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of



course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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

# Job Description: Operations Volunteering Officer (CAS)

<b>Vacancy</b>	Operations Volunteering Officer (CAS)
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	05/10/2020
<b>Reference</b>	0000037636
<b>Location</b>	South West & Wales
<b>Region</b>	South West

## Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: CAS Operations Managers; Dog Wellbeing Operations Manager; Regional Volunteering Advisor

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

## Overall Role Purpose

The Operations Volunteering Officer helps people with sight loss to live the life they choose by coordinating our volunteers working in operational service delivery. This role will ensure all our dogs and customers receive the care and support required from our operational volunteer roles - without whom none of our services would be possible.

## Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing & exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

- Work closely with CAS Operations Managers and technical colleagues to make suitable and sustainable plans for CAS volunteering programmes including oversight of all KPIs required to enable operational volunteers to successfully support CAS production activities.
- Provide information to local volunteering staff that enables them to plan for and focus targeted volunteer recruitment activities to ensure consistent, sustainable supply of CAS volunteers in areas identified in line with national strategy, local team plans and requirements.
- Inform and support production of advertising campaigns required to attract potential CAS volunteer opportunities in line with guidance.
- To work with potential volunteers for operational CAS roles throughout the recruitment process and volunteer journey, ensuring they have a positive and timely experience. Provide relevant information and progress volunteer applicants through the journey, this could include: conducting interviews, coordinating & fulfilling in-person checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, supporting recognition opportunities and exit interviews.
- Responsible for ensuring that databases are kept up to date with accurate information and data.
- Coordinate and plan with technical colleagues for essential technical training inputs and opportunities for continuous training/learning to enable CAS volunteers to be and remain successful in role.
- Work with Operations and Volunteering colleagues to support the development of new lead and key volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
- Monitor and evaluate the volunteer journey and experience within CAS volunteering programmes. Using feedback, data and learning identify areas for improvement, actioning local changes & working collaboratively with colleagues to make this possible.
- Ensure that Guide Dogs' Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all

our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 8 lead/key volunteers

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

- GCSE's in Maths and English at grade C or above, or equivalent qualifications OR extensive work experience that demonstrates the ability to undertake the requirements of the role.

#### Desirable

- Degree level qualification (or equivalent)
- Project or programme management qualification (or equivalent)

### Job-Related Experience

#### Essential

- Previous experience of working with and co-ordinating volunteers.
- Experience of coordinating/delivering training programmes.
- Experience of working with people in a customer-service related field.
- Experience working with CRM databases, and maintaining accurate records.

#### Desirable

- Previous recruitment experience of volunteers
- Evidence of involvement/interest in animals, particularly dogs.
- Experience of being a volunteer and how to support volunteers, either for Guide Dogs or another charity.

### Knowledge

#### Essential

- Knowledge of the benefits of working with volunteers and how to keep them engaged with their charity work

#### Desirable

- Knowledge of the charity sector and Guide Dogs as a charity
- Knowledge of safeguarding practices including safer recruitment.

## Skills and Competencies

### Essential

- Competent computer skills, word, excel, outlook.
- Competent in using database
- Ability to communicate effectively and tactfully both verbally and in writing.
- Proven ability to plan and organises own workload
- Demonstrates understanding and ability to manage self, and work with others at all levels
- Proven ability to build and maintain effective relationships
- Proven experience of effective problem solving, including making difficult judgements and decisions in sensitive situations.
- Demonstrates ability to appropriately challenge inappropriate behaviours and manage emotive information.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of

course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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





## Job description: Dog Wellbeing Technician

<b>Vacancy</b>	Dog Wellbeing Technician
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	06/10/2020
<b>Reference</b>	0000037651
<b>Location</b>	Shrewsbury
<b>Region</b>	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.

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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

- 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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- **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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- **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.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

## Job Description: Dog Wellbeing Specialist

<b>Vacancy</b>	Dog Wellbeing Specialist
<b>Salary</b>	GBP £27,472 to £29,091 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	08/10/2020
<b>Reference</b>	0000037656
<b>Location</b>	Northern Ireland
<b>Region</b>	Northern Ireland

## Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 24/09/2020

## Overall Role Purpose

The Dog Wellbeing Specialist helps people with sight loss to live the life they choose by being responsible for the overall monitoring, support and advice on the health & wellbeing of all dogs within their geographical area. The role manages staff carrying out daily husbandry for dogs housed at Guide Dog sites and ensures the service operates within national practices. The role monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost-effective service is provided.

## Key Responsibilities

- Responsible for the delivery of the dog wellbeing service which ensures the quality of the health, welfare, and veterinary care of Guide Dogs stock to national standards. Ensures that clinical



treatment/regimes and health assessments are carried out, so that informed decisions and appropriate actions can be taken.

- Collates and interprets health information and veterinary reports which help identify major or new patterns of health issues and any impact on the national breeding programme, escalating relevant information to the Canine Services Team to manage/control and mitigate risk.
- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's wellbeing.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers both internal and external. Provide technical expertise to problem solve and resolve escalated health and wellbeing concerns. May be required to interpret or clarify technical information to aid understanding for customers.
- As part of a national rota, provide a triage response to all calls escalated from the Guide Dog Information Line (GDIL), which require technical support and advice to all customers regarding dog health and veterinary care.
- Develop and maintain professional working relationships with veterinary practices within the area to guarantee a high-quality service which is cost effective and meets the needs of the organisation.
- Ensure puppies, dogs in training and breeding stock (potential or confirmed) receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Wellbeing Operations Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Responsible for the application and compliance with policies and procedures regarding the health, safety and wellbeing of the team. Monitors risks and ensures appropriate action taken.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 4, depending on location

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20, depending on location

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: authorise any expenditure up to £1,000 spend

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work.

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

- One of the following: -
  - 2 'A' levels (one of which must be a biological or social science subject),
  - equivalent qualifications, or experience.

#### Desirable

- Vocational qualification specific to canine health and welfare to NVQ level 3 or equivalent.
- RCVS Veterinary nurse qualification

### Job-Related Experience

#### Essential

- Proven experience working with dogs within a professional environment and communicating with veterinary professionals. Demonstrated knowledge of animal care and behaviour.
- Supervision, teaching or mentoring of others demonstrating successful delivery of an outcome.

#### Desirable

- Working with volunteers.
- Working with people with a visual impairment or other disabilities.

## Knowledge

### Essential

- Demonstrated application of the core principles of animal care and behaviour.

## Skills and Competencies

### Essential

- Computer literate to provide insight data regarding our dog population.
- Comfortable using and updating databases and using online telephone systems
- Proven effective communication skills to be able to influence audience.
- Able to practically apply theoretical knowledge and translate it for audience as appropriate.
- Able to plan and prioritise own workload
- Self-motivated and able to lead by example.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful in non-routine situations.

## Behaviours

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

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

- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

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- **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

Current driving license, ability to work unsocial hours including early mornings, weekends, Bank Holidays, evenings.

## Job Description: Dog Wellbeing Specialist

<b>Vacancy</b>	Dog Wellbeing Specialist
<b>Salary</b>	GBP £27,472 to £29,091 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	08/10/2020
<b>Reference</b>	0000037657
<b>Location</b>	Forfar
<b>Region</b>	Scotland

### Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 24/09/2020

### Overall Role Purpose

The Dog Wellbeing Specialist helps people with sight loss to live the life they choose by being responsible for the overall monitoring, support and advice on the health & wellbeing of all dogs within their geographical area. The role manages staff carrying out daily husbandry for dogs housed at Guide Dog sites and ensures the service operates within national practices. The role monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost-effective service is provided.

### Key Responsibilities

- Responsible for the delivery of the dog wellbeing service which ensures the quality of the health, welfare, and veterinary care of Guide Dogs stock to national standards. Ensures that clinical

treatment/regimes and health assessments are carried out, so that informed decisions and appropriate actions can be taken.

- Collates and interprets health information and veterinary reports which help identify major or new patterns of health issues and any impact on the national breeding programme, escalating relevant information to the Canine Services Team to manage/control and mitigate risk.
- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's wellbeing.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers both internal and external. Provide technical expertise to problem solve and resolve escalated health and wellbeing concerns. May be required to interpret or clarify technical information to aid understanding for customers.
- As part of a national rota, provide a triage response to all calls escalated from the Guide Dog Information Line (GDIL), which require technical support and advice to all customers regarding dog health and veterinary care.
- Develop and maintain professional working relationships with veterinary practices within the area to guarantee a high-quality service which is cost effective and meets the needs of the organisation.
- Ensure puppies, dogs in training and breeding stock (potential or confirmed) receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Wellbeing Operations Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Responsible for the application and compliance with policies and procedures regarding the health, safety and wellbeing of the team. Monitors risks and ensures appropriate action taken.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 4, depending on location

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20, depending on location

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: authorise any expenditure up to £1,000 spend

## Application of this Job Profile

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

All employees must also:

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

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## 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: Puppy Development Advisor

<b>Vacancy</b>	Puppy Development Advisor
<b>Salary</b>	GBP £27,500 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	25/10/2020
<b>Date Posted</b>	12/10/2020
<b>Reference</b>	0000037660
<b>Location</b>	Midlands
<b>Region</b>	Midlands

## Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

## Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

## Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## **Working at Guide Dogs**

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

### Job-Related Experience

#### Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

### **Desirable**

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

## **Knowledge**

### **Essential**

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

### **Desirable**

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## **Skills and Competencies**

### **Essential**

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.



- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies and procedures.

## Behaviours

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

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

So, we: -

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

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours

– in ways appropriate to this role – in how they are at work and generally as people.

## **Mobility**

**A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role**

## Job Description: Dog Wellbeing Technician

<b>Vacancy</b>	Dog Wellbeing Technician
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	23/10/2020
<b>Date Posted</b>	09/10/2020
<b>Reference</b>	0000037662
<b>Location</b>	Leeds
<b>Region</b>	England

## Job Profile

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

## Overall Role Purpose

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

## Key Responsibilities

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

- Comply with all organisational policies

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Dog-related qualification

## Job-Related Experience

### Essential

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

### Desirable

- Working with volunteers.

## Knowledge

### Essential

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

## Skills and Competencies

### Essential

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

## Behaviours

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

- **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they've come from and where they're

going. We are open, empathetic and inclusive. We place the person at the centre of every decision.

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## **Mobility**

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

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.



## Job Description: Dog Wellbeing Technician

Vacancy Dog Wellbeing Technician  
Salary GBP £21,568 to £22,838 per annum  
Job Type Support Provider  
Category Permanent- Full Time  
Closing Date 23/10/2020  
Date Posted 09/10/2020  
Reference 0000037663  
Location Newcastle  
Region England

### Job Profile

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

### Overall Role Purpose

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

### Key Responsibilities

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

- Comply with all organisational policies

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Dog-related qualification

## Job-Related Experience

### Essential

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

### Desirable

- Working with volunteers.

## Knowledge

### Essential

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

## Skills and Competencies

### Essential

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

## Behaviours

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

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

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

## **Mobility**

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

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

## Job Description: Puppy Development Advisor

**Vacancy** Puppy Development Advisor  
**Salary** GBP £27,500 per annum  
**Job Type** Specialist Professional  
**Category** Permanent- Full Time  
**Closing Date** 23/10/2020  
**Date Posted** 12/10/2020  
**Reference** 0000037666  
**Location** South West  
**Region** South West

### Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

### Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

### Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership
- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
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- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).



## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

V1.0 September 2020

### Job-Related Experience

#### Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
- Experience of using a database to manage & maintain accurate records

- Experience of effective planning, prioritising and organising workload.

### **Desirable**

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

## **Knowledge**

### **Essential**

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

### **Desirable**

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## **Skills and Competencies**

### **Essential**

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
- Able to work as part of a team and independently.

- Able to apply a professional approach and work within standard processes, policies and procedures.

## Behaviours

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

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

So, we: -

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

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these

behaviours - in ways appropriate to this role - in how they are at work and generally as people.

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

## Job Description: Puppy Development Advisor

**Vacancy** Puppy Development Advisor  
**Salary** GBP £27,500 per annum  
**Job Type** Specialist Professional  
**Category** Permanent- Full Time  
**Closing Date** 23/10/2020  
**Date Posted** 12/10/2020  
**Reference** 0000037665  
**Location** South West  
**Region** South West

### Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

### Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

### Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership

- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.
- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.

- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## **Working at Guide Dogs**

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



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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

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### Job-Related Experience

#### Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge

- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

### **Desirable**

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

## **Knowledge**

### **Essential**

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

### **Desirable**

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## **Skills and Competencies**

### **Essential**

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.

- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies and procedures.

## Behaviours

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

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

So, we: -

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

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours

– in ways appropriate to this role – in how they are at work and generally as people.

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

## Job Description: Puppy Development Advisor

Vacancy Puppy Development Advisor  
Salary GBP £27,500 per annum  
Job Type Specialist Professional  
Category Permanent- Full Time  
Closing Date 23/10/2020  
Date Posted 12/10/2020  
Reference 0000037667  
Location North East  
Region North East

### Job Profile

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

### Overall Role Purpose

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

### Key Responsibilities

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership
- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
- Supply healthy, temperamentally sound and socially prepared puppies for our Canine Services
- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
- Accredited/documented learning in any the following areas: people management, volunteer management, human behaviour change, teaching and/or mentoring.

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### Job-Related Experience

#### Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.



## **Desirable**

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

## **Knowledge**

### **Essential**

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

### **Desirable**

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## **Skills and Competencies**

### **Essential**

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies and procedures.

## Behaviours

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

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

So, we: -

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

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

## **Job Description: Puppy Development Advisor**

Vacancy    Puppy Development Advisor  
Salary     GBP £27,500 per annum  
Job Type   Specialist Professional  
Category   Permanent- Full Time  
Closing Date    23/10/2020  
Date Posted     12/10/2020  
Reference   0000037582  
Location    North West  
Region      North West

### **Job Profile**

Job Title: Puppy Development Advisor

Directorate: Operations

Reports To: CAS Operations Manager or Puppy Development Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 21/09/2020

### **Overall Role Purpose**

The Puppy Development Advisor helps people with sight loss to live the life they choose by providing training and ongoing support to volunteers responsible for the caring and raising of Guide Dogs puppies in line with positive reinforcement techniques, and delivering the Guide Dogs Puppy Raising for Excellent Partnerships (PREP) programme.

### **Key Responsibilities**

- Manages all volunteers within a schemes in allocated areas, providing all training, coaching, mentoring and ongoing performance management needs to ensure the puppies receive the level of care and training needed for a successful future in a CAS partnership
- Identifies the need and opportunities for lead and key volunteers within both their schemes and regionally, enabling additional support for volunteers.

- Supports all volunteers to ensure progression and upskilling in their understanding of puppy development and care.
- Ensures contingency plans are in place for scheme areas by building and maintaining volunteer programmes for their scheme to function successfully.
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- Plans, organises and facilitates virtual and face to face training sessions such as 1-1 visits, puppy classes, group visits and/or training plans on a regular basis to support and educate volunteers.
- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
- Assesses, monitors and records all relevant social, educational, temperamental, health and physical development of puppies on their scheme.
- Identifies temperamental and behavioural issues of puppies, then works in collaboration with the regional training and behaviour team and Puppy Development Supervisor to create documented behavioural development or modification plans.
- Support the identification of health issues, promptly referring them to Dog Wellbeing team for review.
- Recommends as appropriate plans for castration and spaying of puppies.
- Work with volunteering colleagues to ensure coordinated plans in place for recruitment and onboarding of volunteers for the puppy raising schemes
- Maintains accurate and timely records using internal databases ensuring all data is recorded and in line with GDPR & Guide Dog process requirements.
- Responsible for updating and managing data for puppy raising, ensuring timely responses to puppy behaviour questionnaires & any other relevant information required from volunteers.
- Identify and recommend suitable pathways for puppies within scheme, including any that should be considered for withdrawal.
- Investigate and document complaints and incidents relating to puppies and volunteers and take appropriate action, in line with applicable policies to resolve.
- Any other activities relevant to the role as requested by manager.
- Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Approximately 60 active volunteers, including direct and indirect.

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

- Degree in an animal related subject, ideally animal behaviour, training and/or welfare/wellbeing
- Accredited/documented learning in animal welfare, wellbeing or behaviour
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V1.0 September 2020

### Job-Related Experience

#### Essential

- Practical, hands-on experience within the field of canine behaviour modification, positive reinforcement or dog training as a practitioner
- Experience of coaching and training individuals and groups of people in practical skills and theoretical knowledge
- Experience of using a database to manage & maintain accurate records
- Experience of effective planning, prioritising and organising workload.

## **Desirable**

- Experience of managing a team of staff or volunteers.
- Experience of delivering puppy classes/or working with puppies under a year old.

## **Knowledge**

### **Essential**

- Able to demonstrate knowledge of the application of animal behaviour and positive reinforcement training.
- Competent in using Microsoft Office tools (i.e. Outlook 365, Word, Excel, PowerPoint, Teams)
- Experience in using CRM databases

### **Desirable**

- Specific knowledge of puppy development and training.
- Knowledge of Salesforce database
- Experienced in virtual meeting platforms e.g. Zoom, WebX, Google hangout

## **Skills and Competencies**

### **Essential**

- Experienced in providing coaching, training and mentoring through various platforms (in person, on phone, on video conference).
- Able to demonstrate excellent time management skills, and an ability to appropriately prioritise multiple demands.
- Communicate effectively using a good standard of written and verbal English.
- Able to practically apply theoretical knowledge of positive and ethical dog and/or puppy handling skills
- Able to problem solve and adapt to operational requirements.
- Confident and competent to deliver group training sessions with multiple participants
- Able to undertake physical demands of the role including walking in all weathers for several miles per day, managing and walking with a range of large dog breeds of up to 35kgs, ages and temperaments.
- Able to work as part of a team and independently.
- Able to apply a professional approach and work within standard processes, policies and procedures.



## Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
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We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## **Mobility**

A flexible approach with a willingness to work outside of core hours and away from home when required. Able to meet the requirements of the role.

## **Job Description: Lead Services Marketing Manager – Adults**

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

### **Job Profile**

Job Title: Lead Services Marketing Manager

Directorate: Marketing, Digital & Influencing

Reports To: Head of Brand

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 11.08.20

### **Overall Role Purpose**

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

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

## Key Responsibilities

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: up to 5

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Up to £350,000

## **Application of this Job Profile**

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

All employees must also:

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

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

## **Working at Guide Dogs**

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

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to

play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

### Job-Related Experience

#### Essential

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

### Knowledge

#### Essential

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

## Skills and Competencies

### Essential

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

### Behaviours

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

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

So, we: -

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



- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## **Mobility**

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

## Job Description: Visitor Experience Support Coordinator

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

### Job Profile

Job Title: Visitor Experience Support Coordinator

Directorate: Fundraising

Reports To: Visitor Experience Coordinator

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 24/09/2020

### Overall Role Purpose

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

## Key Responsibilities

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports:

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

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed:

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## **Working at Guide Dogs**

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

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play

a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

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

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

# Person Specification

## Education/Qualifications

### Essential

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent)
- Excellent verbal, written, and reading skills required for communications. Good level of mathematics required for financial data processing.

## Job-Related Experience

### Essential

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

### Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

## Knowledge

### Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Basic understanding of Health and Safety legislation.
- Clear understanding and experience of safeguarding.

### Desirable

- Knowledge of Salesforce or CARE database.

## Skills and Competencies

### Essential

- Highly motivated towards a delivering a person-centred service.
- Evidence of dealing with confidential issues sensitively and with total integrity. Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to work effectively and flexibly under pressure.
- Good interpersonal skills.
- Professional Telephone manner.
- Self-motivated.
- Effective time management skills:
  1. Supports their team and colleagues.
  2. Works well with others across Guide Dogs.
  3. Is committed to quality and service.
  4. Understands how Guide Dogs operates and follows agreed procedures.
  5. Delivers their objectives and core activities as required.
  6. Takes responsibility for their own performance and development.

## Behaviours

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

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

So, we: -

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

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

## Safeguarding

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

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

## Mobility

Occasional travel to other sites.



## Job Description: Regional Volunteering Advisor

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

### Job Profile

Job Title: Regional Volunteering Advisor

Directorate: People & Performance

Reports To: Head of Volunteering Advisory Services

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

Disclosure Check Level: None

Date created/last reviewed: 07/06/2019

### Overall Role Purpose

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

### Key Responsibilities

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

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

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: 3 - 5

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 3

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £120,000

## **Application of this Job Profile**

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

All employees must also:

- Comply with all organisational policies

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

### Job-Related Experience

#### Essential

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

## Knowledge

### Essential

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

## Skills and Competencies

### Essential

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

## Behaviours

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

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

- **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
- **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

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

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

## Safeguarding

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

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

## **Mobility**

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



## Job Description: Volunteering Coordinator

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

## Job Profile

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

## Overall Role Purpose

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

## Key Responsibilities

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

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

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 4

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

#### Desirable

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

### Job-Related Experience

#### Essential

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

### Knowledge

#### Essential

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

# Skills and Competencies

## Essential

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

## Desirable

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

## Behaviours

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

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

So, we: -

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

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

## Safeguarding

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

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

## Mobility

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

## **Job description: Volunteering Office Assistant**

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

### **Job Profile**

Job Title: Volunteering Office Assistant

Directorate: People & Performance

Reports To: Volunteering Office Business Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 01/11/2015

### **Overall Role Purpose**

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

### **Key Responsibilities**

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



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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: 1-2

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

- Engage in continuous personal development

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

### Job-Related Experience

#### Essential

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

### Knowledge

#### Essential

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

### Skills and Competencies

#### Essential

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

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

### Desirable

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

## Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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

## Job Description: Dog Wellbeing Technician

<b>Vacancy</b>	Dog Wellbeing Technician
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	01/11/2020
<b>Date Posted</b>	19/10/2020
<b>Reference</b>	0000037674
<b>Location</b>	Southampton
<b>Region</b>	England

## Job Profile

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

## Overall Role Purpose

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

## Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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



## **Desirable**

- Dog-related qualification

## **Job-Related Experience**

### **Essential**

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

### **Desirable**

- Working with volunteers.

## **Knowledge**

### **Essential**

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

## **Skills and Competencies**

### **Essential**

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

## **Behaviours**

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

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

So, we: -

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

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

## Safeguarding

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

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and

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

## **Mobility**

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

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

## Job Description: Dog Wellbeing Technician

<b>Vacancy</b>	Dog Wellbeing Technician
<b>Salary</b>	GBP £21,568 to £22,838 per annum
<b>Job Type</b>	Support Provider
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	01/11/2020
<b>Date Posted</b>	19/10/2020
<b>Reference</b>	0000037675
<b>Location</b>	Exeter
<b>Region</b>	England

### Job Profile

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

### Overall Role Purpose

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

### Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

## **Desirable**

- Dog-related qualification

## **Job-Related Experience**

### **Essential**

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

### **Desirable**

- Working with volunteers.

## **Knowledge**

### **Essential**

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

## **Skills and Competencies**

### **Essential**

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

## **Behaviours**

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

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

So, we: -

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

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

## Safeguarding

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

- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and



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

## **Mobility**

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

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

## Job Description: Dog Wellbeing Technician

Vacancy Dog Wellbeing Technician  
Salary GBP £21,568 to £22,838 per annum  
Job Type Support Provider  
Category Permanent- Full Time  
Closing Date 01/11/2020  
Date Posted 19/10/2020  
Reference 0000037676  
Location Bristol  
Region England

### Job Profile

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

### Overall Role Purpose

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

### Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

- 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:

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

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## Working at Guide Dogs

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

## **Desirable**

- Dog-related qualification

## **Job-Related Experience**

### **Essential**

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

### **Desirable**

- Working with volunteers.

## **Knowledge**

### **Essential**

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

## **Skills and Competencies**

### **Essential**

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

## **Behaviours**

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

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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.

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence. Specifically, at National Breeding Centre, this role involves overnight duties.

## Job Description: Dog Wellbeing Technician

Vacancy Dog Wellbeing Technician  
Salary GBP £21,568 to £22,838 per annum  
Job Type Support Provider  
Category Permanent- Full Time  
Closing Date 01/11/2020  
Date Posted 19/10/2020  
Reference 0000037677  
Location Reading  
Region England

### Job Profile

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

### Overall Role Purpose

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: Dog Wellbeing Specialist

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

## Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 24/09/2020

## Overall Role Purpose

The Dog Wellbeing Specialist helps people with sight loss to live the life they choose by being responsible for the overall monitoring, support and advice on the health & wellbeing of all dogs within their geographical area. The role manages staff carrying out daily husbandry for dogs housed at Guide Dog sites and ensures the service operates within national practices. The role monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost-effective service is provided.

## Key Responsibilities

- Responsible for the delivery of the dog wellbeing service which ensures the quality of the health, welfare, and veterinary care of Guide Dogs stock to national standards. Ensures that clinical

treatment/regimes and health assessments are carried out, so that informed decisions and appropriate actions can be taken.

- Collates and interprets health information and veterinary reports which help identify major or new patterns of health issues and any impact on the national breeding programme, escalating relevant information to the Canine Services Team to manage/control and mitigate risk.
- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's wellbeing.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers both internal and external. Provide technical expertise to problem solve and resolve escalated health and wellbeing concerns. May be required to interpret or clarify technical information to aid understanding for customers.
- As part of a national rota, provide a triage response to all calls escalated from the Guide Dog Information Line (GDIL), which require technical support and advice to all customers regarding dog health and veterinary care.
- Develop and maintain professional working relationships with veterinary practices within the area to guarantee a high-quality service which is cost effective and meets the needs of the organisation.
- Ensure puppies, dogs in training and breeding stock (potential or confirmed) receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Wellbeing Operations Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Responsible for the application and compliance with policies and procedures regarding the health, safety and wellbeing of the team. Monitors risks and ensures appropriate action taken.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 4, depending on location

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20, depending on location

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: authorise any expenditure up to £1,000 spend

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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



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

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

## Person Specification

### Education/Qualifications

#### Essential

- One of the following: -
  - 2 'A' levels (one of which must be a biological or social science subject),
  - equivalent qualifications, or experience.

#### Desirable

- Vocational qualification specific to canine health and welfare to NVQ level 3 or equivalent.
- RCVS Veterinary nurse qualification

### Job-Related Experience

#### Essential

- Proven experience working with dogs within a professional environment and communicating with veterinary professionals. Demonstrated knowledge of animal care and behaviour.
- Supervision, teaching or mentoring of others demonstrating successful delivery of an outcome.

#### Desirable

- Working with volunteers.
- Working with people with a visual impairment or other disabilities.

### Knowledge

#### Essential

- Demonstrated application of the core principles of animal care and behaviour.

## Skills and Competencies

### Essential

- Computer literate to provide insight data regarding our dog population.
- Comfortable using and updating databases and using online telephone systems
- Proven effective communication skills to be able to influence audience.
- Able to practically apply theoretical knowledge and translate it for audience as appropriate.
- Able to plan and prioritise own workload
- Self-motivated and able to lead by example.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful in non-routine situations.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service

users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

Current driving license, ability to work unsocial hours including early mornings, weekends, Bank Holidays, evenings.

## Job Description: Dog Wellbeing Specialist

<b>Vacancy</b>	Dog Wellbeing Specialist
<b>Salary</b>	GBP £27,472 to £29,091 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	01/11/2020
<b>Date Posted</b>	19/10/2020
<b>Reference</b>	0000037679
<b>Location</b>	Cardiff
<b>Region</b>	Wales

### Job Profile

Job Title: Dog Wellbeing Specialist

Directorate: Operations

Reports To: Dog Wellbeing Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 24/09/2020

### Overall Role Purpose

The Dog Wellbeing Specialist helps people with sight loss to live the life they choose by being responsible for the overall monitoring, support and advice on the health & wellbeing of all dogs within their geographical area. The role manages staff carrying out daily husbandry for dogs housed at Guide Dog sites and ensures the service operates within national practices. The role monitors the financial spend on veterinary care within the region and negotiates with veterinary practices to ensure a cost-effective service is provided.

### Key Responsibilities

- Responsible for the delivery of the dog wellbeing service which ensures the quality of the health, welfare, and veterinary care of Guide Dogs stock to national standards. Ensures that clinical

treatment/regimes and health assessments are carried out, so that informed decisions and appropriate actions can be taken.

- Collates and interprets health information and veterinary reports which help identify major or new patterns of health issues and any impact on the national breeding programme, escalating relevant information to the Canine Services Team to manage/control and mitigate risk.
- Responsible for gaining all relevant veterinary information to support decisions on treatment plans. Consult with veterinary professionals and/or clients to identify the most appropriate course of action, maximise the dog's wellbeing.
- Provide practical and technical training, support and advice regarding health and veterinary care to all customers both internal and external. Provide technical expertise to problem solve and resolve escalated health and wellbeing concerns. May be required to interpret or clarify technical information to aid understanding for customers.
- As part of a national rota, provide a triage response to all calls escalated from the Guide Dog Information Line (GDIL), which require technical support and advice to all customers regarding dog health and veterinary care.
- Develop and maintain professional working relationships with veterinary practices within the area to guarantee a high-quality service which is cost effective and meets the needs of the organisation.
- Ensure puppies, dogs in training and breeding stock (potential or confirmed) receive appropriate health investigations for conditions which may impact on their training or working ability. Make recommendation regards their progression to the Dog Wellbeing Operations Manager.
- Provide reports on the health status of stock to enable informed decisions to be made in case reviews or review of breeding stock to protect the genetic pool. Maintains accurate records to ensure correct diagnoses are documented.
- Maximise individual and team potential through training and development. Sets objectives, targets and manages individual performance within the team delivering daily husbandry for dogs housed on site.
- Responsible for the application and compliance with policies and procedures regarding the health, safety and wellbeing of the team. Monitors risks and ensures appropriate action taken.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 4, depending on location

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20, depending on location

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: authorise any expenditure up to £1,000 spend

## Application of this Job Profile

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

- One of the following: -
  - 2 'A' levels (one of which must be a biological or social science subject),
  - equivalent qualifications, or experience.

#### Desirable

- Vocational qualification specific to canine health and welfare to NVQ level 3 or equivalent.
- RCVS Veterinary nurse qualification

### Job-Related Experience

#### Essential

- Proven experience working with dogs within a professional environment and communicating with veterinary professionals. Demonstrated knowledge of animal care and behaviour.
- Supervision, teaching or mentoring of others demonstrating successful delivery of an outcome.

#### Desirable

- Working with volunteers.
- Working with people with a visual impairment or other disabilities.

### Knowledge

#### Essential

- Demonstrated application of the core principles of animal care and behaviour.

## Skills and Competencies

### Essential

- Computer literate to provide insight data regarding our dog population.
- Comfortable using and updating databases and using online telephone systems
- Proven effective communication skills to be able to influence audience.
- Able to practically apply theoretical knowledge and translate it for audience as appropriate.
- Able to plan and prioritise own workload
- Self-motivated and able to lead by example.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful in non-routine situations.

### Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service



users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

Current driving license, ability to work unsocial hours including early mornings, weekends, Bank Holidays, evenings.

## **Job Description: Volunteering Office Assistant**

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

### **Job Profile**

Job Title: Volunteering Office Assistant

Directorate: People & Performance

Reports To: Volunteering Office Business Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 01/11/2015

### **Overall Role Purpose**

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

### **Key Responsibilities**

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

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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: 1-2

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

## **Application of this Job Profile**

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

All employees must also:

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

- Engage in continuous personal development

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

### Job-Related Experience

#### Essential

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

### Knowledge

#### Essential

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

### Skills and Competencies

#### Essential

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

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

### Desirable

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

## Behaviours

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

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

So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress

independently. We gain trust by having faith in others, and influence by example. We do what we say we will.

- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## Safeguarding

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

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

## Mobility

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

## Job Description: Volunteering Development Lead

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

### Job Profile

Job Title: Volunteering Development Lead

Directorate: People & Performance

Reports To: Head of Volunteering

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 12/10/2020

### Overall Role Purpose

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

### Key Responsibilities

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



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

## **Breadth/Scope of Accountability**

### **People Accountability**

Number of Direct Reports: 3 to 4

Number of Indirect Reports: None

Number of Volunteers Supervised: Minimum of 2

### **Financial Accountability**

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Up to £250K

## **Application of this Job Profile**

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

All employees must also:

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

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

## Working at Guide Dogs

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

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

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

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

## Person Specification

### Education/Qualifications

#### Essential

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

### Job-Related Experience

#### Essential

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

#### Desirable

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

## Knowledge

### Essential

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

## Skills and Competencies

### Essential

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

### Desirable

- Proficiency in the operation of CRM systems.

## Behaviours

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

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

So, we: -

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

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

## **Safeguarding**

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

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

## **Mobility**

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

# Job Description: IS Education Support

<b>Vacancy</b>	IS Education Support
<b>Salary</b>	GBP £29,435 - £31,168 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	04/11/2020
<b>Date Posted</b>	21/10/2020
<b>Reference</b>	0000037682
<b>Location</b>	National
<b>Region</b>	United Kingdom

## Job Profile

Job Title: IS Education Support

Directorate: Business & Finance Services

Reports To: IS Knowledge Management & Education Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 15/10/2020

## Overall Role Purpose

The IS Education Support role helps people with sight loss to live the life they choose through supporting end users in adopting and learning how to use the IS systems and technology available to them, and to understand IS roles, processes and activities. They manage and resolve issues reported by the business, providing proactive solutions.

This role will deliver key areas of the IS vision and act as a 'subject matter expert' for Microsoft and Citrix end user technology. They will support the delivery of the communication and training element of the IS strategy.

## Key Responsibilities

- Training Strategy
  - Provide professional service and knowledge transfer of IS strategic vision and strategy in line with IS Programmes and projects.
  - Liaise with external and internal partners for the Technology programme in relation to training and communication. Manage deadlines and coordinate plans.
  - Research and collaborate to determine new training methodologies or ways of working.
  - Deliver training or education through classroom-based training, e-learning, 1-1 coaching sessions and creation of user guides.
- Project Management
  - Facilitate the planning and execution of business changes through the use of technology and Internal Governance.
  - Communication of numerous work streams for core business projects incorporated in the Technology Programme.
  - Support the Technology Programme with testing, training and communication.
  - Lead on small projects when required.
- Supporting and liaising with all critical business support services
  - Act as a key point of liaison between the IS User Experience & Planning team and IS key business support services.
  - Support the management team on all business functions that drive IS by supporting continuous improvement projects, advising and demonstrating how collaborative and assistive technology tools can support changes.
  - Think outside the box and create solutions for day to day problems.
  - Manage and resolve issues reported by the business, providing proactive solutions.
  - Maintain the IS Help & Support Intranet page.
- Managing Relationships
  - Act as an ambassador for the IS Team with regards to communicating with internal and external stakeholders.
  - Be a role model by leading by example in the use and promotion of supported IS Systems.
  - Mentor and coach others, in 1:1 and group environments in the use of technology and collaborative tools.
- Compliance



- Support the delivery of the strategic vision, develop administrative procedures, data collection and associated management information systems.
- Assist with the review and monitoring of team processes, routines and procedures on a regular basis to ensure that they are as effective and streamlined as possible.
- 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**

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

- Teaching or training qualification, Award in Education and training level 3 (Formerly PTLLS) or certificate in Education and Training level 4 (formerly CTLLS).

#### Desirable

- Project Management qualification, Agile or Prince2

### Job-Related Experience

#### Essential

- Experience of delivering and developing training programmes face to face and/or remotely using a number of digital technologies.
- Demonstrable experience of working with a high attention to detail in all aspects of working practice.
- Provide evidence of good communication skills.
- Proven success of working in an administrative capacity within a Project Management Office (PMO).

### Knowledge

#### Essential

- Detailed understanding of project management methodologies and the ability to create project plans.
- Experience with Windows 10, Microsoft SharePoint, Microsoft Office/O365
- Generic business-based knowledge skillset.
- Project quality and governance criteria.
- An understanding of working in the not-for-profit sector

### Skills and Competencies

#### Essential

- Ability to work, on their own when required, to deadlines.
- Ability to communicate technical concepts in plain English.
- Good communication skills, including writing to a high standard.

- Ability to influence others.
- Ability to work to competing deadlines.
- Excellent administration.
- Ability to work within a highly confidential and pressurised environment with an ability to demonstrate resilience.
- Skilled in the use of a range of relevant software packages e.g. Word and Excel, PowerPoint, and the accessible documentation standards involved.
- An understanding of Office 365 and other Microsoft products, CITRIX.

## 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: Finance & Governance Assistant

<b>Vacancy</b>	Finance & Governance Assistant
<b>Salary</b>	GBP £27,472 - £29,091 per annum
<b>Job Type</b>	Specialist Professional
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	05/11/2020
<b>Date Posted</b>	22/10/2020
<b>Reference</b>	0000037683
<b>Location</b>	Burghfield Common - Central Office
<b>Region</b>	South East

## Job Profile

Job Title: Finance & Governance Assistant

Directorate: CFO Directorate

Reports To: CFO

Matrix Reporting To: Company Secretary

Disclosure Check Level: Basic

Date created/last reviewed: 17/09/2020

## Overall Role Purpose

The Finance & Governance Assistant helps people with sight loss to live the life they choose by providing proactive, efficient and confidential support to the CFO and Company Secretary on the Board of Trustee sub-committees, to enable them to operate efficiently and effectively.

## Key Responsibilities

- Co-ordinate the papers for the Trustee Board, Committees and subsidiary Board meetings to include sense checking and proof reading.
- Seek information, collate data to create reports; interrogate and review reports and financial data as required.

- Attend and support meetings or events, including the taking of minutes.
- Track deadlines and issue reminders for delivery of actions arising from meetings.
- Support the creation of annual and individual audit plans, follow up with internal and external audit contacts to ensure agreed actions are complete in a timely fashion. Provide exception reporting for ED meetings and maintain follow up register for Audit & Risk Committee
- Undertake research for ad hoc projects within the CFO directorate and support strategic programmes and key projects as required.
- Provide support to the Association Secretary by taking on a full range of company secretarial responsibilities across governance, including involvement in the year end process, annual reporting, statutory compliance, Data Protection and other related activities.
- 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

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

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

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

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



# Person Specification

## Education/Qualifications

### Essential

- GCSE English & Maths
- A Level Qualifications.

### Desirable

- Educated to degree level or equivalent
- Part ICSA qualified

## Job-Related Experience

### Essential

- To be organised and have an ability to prioritise effectively
- Able to work as part of a team across all levels of seniority and with external advisors and maintain confidentiality
- Experience of working in a similar role and possess a 'can-do' attitude

### Desirable

- Experience of minute taking

## Knowledge

### Essential

### Desirable

## Skills and Competencies

### Essential

- Financially literate, and confident in extracting information from financial reports
- Highly adept at using Microsoft Office (including Word, Excel, Outlook and Powerpoint) to create and format accessible documents
- Conscientious, diplomatic and flexible
- Excellent communication skills (written and verbal)

- High level of accuracy and strict attention to detail
- Able to resolve problems with minimum support / self-reliant and able to self-manage / initiative-taker
- Efficient, methodical and organised
- Exceptional time management with the ability to plan, prioritise and meet deadlines
- Comfortable working under pressure
- Able to establish rapport and build relationships at all 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.
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So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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- **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do,

think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

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

## **Safeguarding**

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

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

## **Mobility**

Central Office and occasional visits to other Guide Dogs sites. Prepared to travel to other Guide Dog sites with occasional overnight stays.

# Job Description: CAS Operations Manager

<b>Vacancy</b>	CAS Operations Manager
<b>Salary</b>	GBP £34,688 to £36,729 per annum
<b>Job Type</b>	Manager
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	08/11/2020
<b>Date Posted</b>	26/10/2020
<b>Reference</b>	0000037684
<b>Location</b>	Redbridge
<b>Region</b>	England

## 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.
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- 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.
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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.

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: CAS Operations Manager

<b>Vacancy</b>	CAS Operations Manager
<b>Salary</b>	GBP £38,793 to £40,834 per annum
<b>Job Type</b>	Manager
<b>Category</b>	Permanent- Full Time
<b>Closing Date</b>	08/11/2020
<b>Date Posted</b>	26/10/2020
<b>Reference</b>	0000037685
<b>Location</b>	London
<b>Region</b>	England

## 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
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## 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.
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**\*\* End of document**