



INTERNAL JOB VACANCIES

27th November 2020

Contents

Working for Guide Dogs.....	2
Job Description: Name a Puppy - Fulfilment Team Manager	5
Job Description: Financial Systems Analyst.....	11
Job Description: Volunteering Coordinator.....	17
Job Description: Senior Facilities Coordinator.....	23
Job Description: Standardisation and Improvement Specialist.....	30



Working for Guide Dogs

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

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

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

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

Available roles

Role	Location	Closing date	
Dog Wellbeing Technician	Southampton	29/11/2020	External
Dog Wellbeing Technician	Exeter	29/11/2020	External
Dog Wellbeing Technician	Bristol	29/11/2020	External
Dog Wellbeing Specialist	Cardiff	29/11/2020	External
Rehabilitation Officer - Visual Impairment	South East	13/12/2020	External
Puppy Development Advisor	South West	29/11/2020	External
Puppy Development Advisor	North East	29/11/2020	External
Lead Services Marketing Manager	National	06/12/2020	External
Creative Designs Manager	Central Office	29/11/2020	External
Name a Puppy - Fulfilment Team Manager	Home Based	29/11/2020	Internal
Dog Health & Wellbeing Operations Manager	Forfar	27/11/2020	External
Access Assistant	Home Based (Nominated Office)	05/01/2020	External
Finance & Planning Manager	Burghfield Common - Central Office	01/12/2020	External
Financial Systems Analyst	Central Office	01/12/2020	Internal
Qualified Habilitation Specialist	Bristol	16/12/2020	External
Dog Health & Wellbeing Specialist	Forfar	03/12/2020	External
Training & Behaviour Advisor	Reading	09/12/2020	External

Orientation and Mobility Specialist (Rehabilitation Officer Visual Impairment)	Home Start (Nominated Office)	03/01/2021	External
Puppy Development Advisor	North West	07/12/2020	External
Head of Service, Northern Ireland	Belfast	09/12/2020	External
Volunteering Coordinator	Reading	09/12/2020	External
Volunteering Coordinator	Glasgow	08/12/2020	Internal
Senior Facilities Coordinator	Bristol	09/12/2020	Internal
Standardisation and Improvement Specialist	Home Based	09/12/2020	Internal

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Name a Puppy - Fulfilment Team Manager

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

Job Profile

Job Title: Name a Puppy - Fulfilment Team Manager

Directorate: Fundraising

Reports To: National Name A Puppy Product Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 26/08/2020

Overall Role Purpose

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

Key Responsibilities

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 6

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: £25,000 approx.

Application of this Job Profile

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

All employees must also:

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

- Engage in continuous personal development

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

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

Desirable

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

Job-Related Experience

Essential

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

Desirable

- Previous exposure to working in the charity sector.

Knowledge

Essential

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

Desirable

- Understanding of the charity sector and fundraising techniques.

- Good understanding of fundraising legislation and new product development.

Skills and Competencies

Essential

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

Desirable

- Ability to motivate a team to achieve results.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Financial Systems Analyst

Vacancy	Financial Systems Analyst
Salary	GBP £27,472 to £29,091 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	01/12/2020
Date Posted	17/11/2020
Reference	0000037721
Location	Central Office
Region	South East

Job Profile

Job Title: Financial Systems Analyst

Directorate: Business & Finance Services

Reports To: Financial Systems and Reporting Development Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 04/12/2019

Overall Role Purpose

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

Key Responsibilities

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

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

Job-Related Experience

Essential

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

Knowledge

Essential

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

Skills and Competencies

Essential

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

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

Vacancy	Volunteering Coordinator
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	08/12/2020
Date Posted	25/11/2020
Reference	0000037730
Location	Glasgow
Region	Scotland

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: Senior Facilities Coordinator

Vacancy Senior Facilities Coordinator
Salary GBP £21,568 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 09/12/2020
Date Posted 25/11/2020
Reference 0000037732
Location Bristol
Region England

Job Profile

Job Title: Senior Facilities Coordinator
Directorate: Business & Finance Services
Reports To: Regional Facilities Manager
Matrix Reporting To: N/A
Disclosure Check Level: None
Date created/last reviewed: 24/11/2020

Overall Role Purpose

The Senior Facilities Coordinator helps people with sight loss to live the life they choose by overseeing the day to day management of their allocated office(s), ensuring a professional, secure and efficient working environment is consistently maintained.

Specific responsibilities include the management of Reception, meeting rooms, general housekeeping standards, facilities management oversight and workplace health & safety/business continuity coordination. Ensuring the highest level of customer service is maintained both for internal and external customers.

Key Responsibilities

- Management of external contractors and suppliers to ensure that the building is maintained according to relevant site planner and standards;
- Ensure that daily site inspections are completed to ensure that general housekeeping standards remain high, highlighting any issues with the relevant contractors, Regional Facilities Manager or senior managers on site.
- Manage the front of house operation, ensuring cover for switchboard and reception at all times;
- Induct, train and support staff and volunteers in the use of telephone, data and reception systems, ensuring sufficient information and access to records so that calls can be dealt with or re-directed appropriately; ensure deliveries are handled and processed efficiently by relevant teams.
- Undertake My Contribution meetings and set objectives for the reception staff. Manage absence and ensure that this is logged on MYHR with follow up actions where required.
- At Central Office this will include overseeing the management and coordination of the central Property Services helpdesk. Liaising with Regional Facilities Managers, Assistant Facilities Managers to maintain accurate information within the helpdesk system;
- At Central Office this will include raising associated PO's for reactive and proactive works, liaising with budget holders as needed. Liaison with outsourced suppliers as appropriate and flagging issues to Regional Facilities Manager when escalation required. Oversee a robust and user-friendly visitor management process. Ensure security procedures are followed by maintaining accurate visitor records and by ensuring agreed Health & Safety procedures are adhered to at all times;
- Regularly review processes and procedures to ensure systems are as efficient as possible, considering paperless/ contactless alternatives.
- Manage the centralised access control system liaising with other FM colleagues and OSMs to ensure that appropriate access control cards are available for the site, starters and leavers are managed effectively across all networked sites, and reporting SLA adhered to.
- Investigate faults within the security system, reporting to the FM Helpdesk when external contractors are needed.
- Contribute to induction for site staff on Health & Safety procedures.
- Ensure all necessary plans are in place to deal with fire alarms, and co-ordinate evacuation drills.

- Ensure provision of adequate first aiders and display updated lists according to agreed procedures.
- Carry out regular site walk throughs to ensure agreed standards are being met, record and action any non-compliance.
- Report any repairs/ issues to FM helpdesk and authorised contractors and be the on-site contact for contractors.
- Undertake Planned Preventative Maintenance tasks and checks as required e.g. temperature checks, fire safety checks and tests

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 2

Number of Indirect Reports: None

Number of Volunteers Supervised: 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 or equivalent at least at grade C/ 4, or equivalent, in Maths & English

Desirable

- NVQ Level 2 or equivalent in Business Administration.

Job-Related Experience

Essential

- A positive role model for behaviours and a focus on meeting shared positive outcomes.
- A demonstrable ability to be flexible and adaptable.
- Thorough with attention to detail and accuracy.
- Demonstrable ability to use initiative to solve problems for a positive outcome
- Demonstrable good interpersonal skills.
- Proven ability to organise self and team.
- Proven experience of delivering in a front-line customer service environment.

Desirable

- Demonstrable up to date knowledge and understanding of Health and safety practices.

Knowledge

Essential

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

Desirable

- Proven administrative experience.

Skills and Competencies

Essential

- Excellent communication and keyboard skills.
- Self-motivated.
- Proven effective time management skills.
- Demonstrable drive to deliver exceptional customer service.

Desirable

- Highly motivated towards a client/customer focussed service.
- Previous experience in a facilities or office management role.

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: Standardisation and Improvement Specialist

Vacancy Standardisation and Improvement Specialist
Salary GBP £34,688 - £36,729 per annum pro-rata
Job Type Specialist Professional
Category Secondment- Full Time
Closing Date 09/12/2020
Date Posted 25/11/2020
Reference 0000037733
Location Home Based
Region Homebased

Job Profile

Job Title: Standardisation and Improvement Specialist

Directorate: Operations

Reports To: National Head of CYP Services / National Head of Adult Services / National Head of Canine Services

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 04/09/2020

Overall Role Purpose

The Standardisation & Improvement Specialist helps people with sight loss to live the life they choose by ensuring that customers in receipt of our services can expect the same level of service and support across the UK. They will ensure end-to-end customer and volunteer journeys are monitored, reviewed and improved to deliver an exceptional experience for our service users and volunteers. The role will work in partnership with delivery teams, leading and facilitating workshops to drive improvement in required areas and manage to desired results. Lead on all development/improvement work required to support standardisation and improvements for effective delivery across specified services that meet the needs of our Customers.

Key Responsibilities

- Liaising and working in partnership with Heads of Services and Operational Managers across operations and other relevant departments to ensure that any improvements are in line with service models and that they meet the customers' and volunteers' needs, quality and time expectations.
- Work with the Head of Service to standardise all services. To map all processes and ensure the systems map for all services are up to date and reviewed regularly and clearly communicated with all relevant staff and volunteers in operations.
- Ensure that a clear service blueprint is in place for all services to support ease of management and application at point of delivery for all staff and managers.
- Responsible for establishing a process for regular review of data and critical information with operational managers, enabling an effective 2-way communication process that enables better improvement decisions to be made based on what our customers are telling us (internal and external).
- Work in partnership with delivery teams to ensure all service improvements take into consideration national, regional and local operational structures.
- Ensure all service improvements are in line with our operational principles and actively move all services toward these.
- Ensure all processes and standards are compliant with governance from a legal, safeguarding, health & safety and insurance perspective.
- Responsible for monitoring processes and report on process confirmation among delivery teams to enable local leaders to drive improvement and compliance.
- Ensure external models of excellence in regard to services in the specialist area are considered and used to improve service experience and the customer journey.
- Responsible for the development of all processes, standards and guidelines that enable effective application of service improvements at local level.
- Lead work to standardise, maintain and improve written, video and practical guidance to ensure that all the associated staff and volunteers share a standardised approach.
- Responsible for core processes and practices owned within service development; accountable for ensuring that all documentation is complete and up to date.

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's in Maths and English at grade C and above or equivalent.
- Relevant qualification in one of the following areas: Project / Service Development / Lean / Process Management or equivalent practitioner experience (of at least 2 years)

Desirable

- Degree educated or equivalent experience.

Job-Related Experience

Essential

- Process Mapping and production of Quality Standards Documents
- Has worked in an environment where required to think tactically to continually challenge and improve working practices
- Able to evidence delivering successful project outcomes
- Some relevant experience coaching / mentoring and training others
- Evidence of successful people management.
- Proven track record in achieving results within a cross functional setting.

Desirable

- Working in the third sector.
- Improvement methodology: Process Management, Lean, Six Sigma etc
- Teaching / training role
- Lived experience of sight loss.

Knowledge

Essential

- Computer literate with a good working knowledge and practical application of Microsoft Office packages (Especially Excel and project)

- An understanding of customer relations.
- Understanding of the link between customer requirements and quality.
- Some knowledge of continuous improvement methodologies.
- Excellent knowledge of GDPR.

Desirable

- An understanding of the capabilities of automated systems in support of Quality Management Frameworks.

Skills and Competencies

Essential

- Can demonstrate Commercial Awareness.
- Excellent organisational skills, a natural completer finisher.
- Proven track record in planning and organising time and projects to meet specific goals and deadlines.
- Can work under pressure to achieve deadlines.
- Effective project management skills.
- Can work with a range of stakeholders and manage expectations.
- Excellent interpersonal skills.
- Strong written and oral communication skills.
- Mentoring and Coaching skills.
- Able to lead and facilitate group discussions towards a desired solution.

Desirable

- Customer Management / Liaison Project management / Coordination Quality management / Coordination Facilitation Training / Process management.
- Experience of leadership and management.

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.

**** End of document**