

INTERNAL JOB VACANCIES

30th 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

Role	Location	Closing date	
Puppy Development Advisor	Midlands	30/10/2020	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
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
Qualified Orientation & Mobility Specialist	South East	05/11/2020	External
CAS Operations Manager	Newcastle	11/11/2020	Internal
Head of Committed Giving	National	05/11/2020	Internal
Dog Care & Welfare Assistant	National Breeding Centre	11/11/2020	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: Puppy Development Advisor

Vacancy	Puppy Development Advisor
Salary	GBP £27,500 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	30/10/2020
Date Posted	12/10/2020
Reference	0000037660
Location	Midlands
Region	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: 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.
- 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: 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

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- Manages the placement of puppies to volunteers within their scheme, matching pups and volunteers to achieve the best outcome
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Breadth/Scope of Accountability

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V1.0 September 2020

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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

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- 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: 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.
- 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: Visitor Experience Support Coordinator

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

Vacancy	Volunteering Coordinator
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	0000037672
Location	Reading
Region	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.

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

Safeguarding

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

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

Mobility

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

Job Description: 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	0000037674
Location	Southampton
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 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	0000037675
Location	Exeter
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.

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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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- 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:

- 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 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

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

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

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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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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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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

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

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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

- 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

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

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- 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

- 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.
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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

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

Job Description: Finance & Governance Assistant

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

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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 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

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

Mobility

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

Vacancy	CAS Operations Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	08/11/2020
Date Posted	26/10/2020
Reference	0000037684
Location	Redbridge
Region	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.
- Communicates effectively in different situations and at different levels.
- Manages individual and team performance to deliver results.
- Creates a team environment which promotes wellbeing and maximises personal effectiveness.
- Contributes outside of their immediate team.
- Understands and applies policies and procedures appropriately.

Desirable

- Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment.
- Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable.
- Experience of working in any the following settings: - education- health and social care- police/probation.

Behaviours

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

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Travel within the Region will be required, alongside occasional overnight stays for national meetings throughout the UK. Able and willing to travel

extensively throughout the team area for operational service delivery needs. Ability to work occasional evenings and weekends to meet the service need.

Job Description: CAS Operations Manager

Vacancy	CAS Operations Manager
Salary	GBP £38,793 to £40,834 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	08/11/2020
Date Posted	26/10/2020
Reference	0000037685
Location	London
Region	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.
- Communicates effectively in different situations and at different levels.
- Manages individual and team performance to deliver results.
- Creates a team environment which promotes wellbeing and maximises personal effectiveness.
- Contributes outside of their immediate team.
- Understands and applies policies and procedures appropriately.

Desirable

- Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment.
- Experience of Rehabilitation practice / Habilitation Quality Standards / working dog practice as applicable.
- Experience of working in any the following settings: - education- health and social care- police/probation.

Behaviours

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

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

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

So, we: -

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

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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.

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

Vacancy	CAS Operations Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	11/11/2020
Date Posted	28/10/2020
Reference	0000037696
Location	Newcastle
Region	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.
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- 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.
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- 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

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Number of Direct Reports: Up to 9

Number of Indirect Reports:

Number of Volunteers Supervised: Up to 5

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Assets Managed:

Budget Accountability: None, authorisation levels up to £5,000

Application of this Job Profile

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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)
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- Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment

Knowledge

Essential

- A comprehensive knowledge of GDPR.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Health & Safety / compliance monitoring experience.

Desirable

- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Prezi etc.
- Knowledge of current legislation, policy and research relating to people with sight loss and/or disability
- Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.

Skills and Competencies

Essential

- Extensive experience and proven ability to work safely with adults, children and young people with developed understanding of both child protection issues and the issues affecting all vulnerable groups.
- Demonstrates excellent verbal and written communication skills.
- Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory or voluntary sectors.
- Proven experience of planning and delivering person-centred services to meet the needs of adults, children and young people with sight loss and their families.

- Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.
- Demonstrates developed organisational, planning and time management skills.
- Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact.
- Conducts themselves in a manner appropriate to a management role.
- Communicates effectively in different situations and at different levels.
- Manages individual and team performance to deliver results.
- Creates a team environment which promotes wellbeing and maximises personal effectiveness.
- Contributes outside of their immediate team.
- Understands and applies policies and procedures appropriately.

Desirable

- Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment.
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Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Travel within the Region will be required, alongside occasional overnight stays for national meetings throughout the UK. Able and willing to travel

extensively throughout the team area for operational service delivery needs. Ability to work occasional evenings and weekends to meet the service need.

Job Description: Head of Committed Giving

Vacancy	Head of Committed Giving
Salary	GBP £60,971 to £64,019 per annum
Job Type	Senior Leader
Category	Permanent- Full Time
Closing Date	05/11/2020
Date Posted	28/10/2020
Reference	0000037702
Location	National
Region	United Kingdom

Job Profile

Job Title: Head of Committed Giving

Directorate: Fundraising

Reports To: Director of Fundraising

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 24/04/2018

Overall Role Purpose

The Head of Committed Giving helps people with sight loss to live the life they choose by developing and delivering a strategic focus and plan for all aspects of individual regular giving including donor acquisition and development, managing our tele-fundraising and face-to-face teams and our Special Projects team that delivers new initiatives across fundraising. Collaborating with Trustees, Directors and Heads of to maximise income and impact at Guide Dogs.

The role will inspire and drive the team to exceed income targets, through innovation and drive.

Key Responsibilities

- To develop, plan and monitor the annual budget for Committed Giving to achieve required income.

- Work closely with the Data Selections & Insights team, and external agencies to produce business intelligence and data analysis to assist with the development, planning and monitoring of budgets and strategy development.
- Manage, coach and develop the Committed Giving team.
- As a member of the Fundraising Management Team (FMT) use skill set to help drive and improve performance in other areas of fundraising. Work proactively with other FMT members to resolve budget silo issues, maximise return for Guide Dogs and work together to resolve FMT underperforming KPIs.
- Monitor donor profiles to ensure the product range and channels utilized are maximising Guide Dogs' reach amongst the general public.
- To work with the Procurement Department to ensure that all suppliers are appropriately sourced, managed and that Guide Dogs receives the maximum value from those relationships.
- Act as subject matter expert to support the rest of the Fundraising Directorate with horizon scanning and innovative ideas for fundraising opportunities. Act as the point of reference for public fundraising matters for the organisation.
- Manage and monitor accounts for Committed Giving looking to balance income against risk, keeping our product/proposition development and channels viable.
- Drive best return for Guide Dogs by deciding on investment levels and supporter journey to maximise lifetime value from Committed Giving products.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 3

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: To develop, plan and monitor the annual budget for Committed Giving to achieve required income.

Assets Managed: None

Budget Accountability: The jobholder is directly responsible for the production, management and monitoring of the annual Committed Giving budget. To manage expenditure targets of £18 million in 2020.

To manage income targets of £48 million in 2020 rising to £57 million by 2025.

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 degree level (or equivalent experience) and have a good knowledge of best practice in the charity sector.

Job-Related Experience

Essential

- Experience of managing direct marketing campaigns and multimillion-pound budgets.
- Experience of people management.
- Experience of digital marketing
- Experience of delivering Innovation ideas to market
- Ability to forecast income and expenditure
- Held a senior role at a large charity and used to influencing opinion at all levels from Trustees to team members

Desirable

- Experience of managing marketing teams.

Knowledge

Essential

- The jobholder should possess sound financial acumen, particularly with regards to management and financial accounting and must have the ability to interpret and make decisions based on financial data.
- Extensive knowledge of PCs and spread sheets is required as well as other Microsoft Office applications.
- Knowledge and understanding of the Gambling Act 2005, Fundraising Code of Practice, PECR, GDPR and ASA.

Skills and Competencies

Essential

- Must be able to demonstrate a proven track record of developing and implementing effective and successful fundraising (esp. individual giving) strategies within the charity sector.

- Excellent organisation and project management skills.
- The jobholder will deal with all levels of staff and supporters throughout the organisation and must demonstrate the ability to communicate effectively and establish constructive working relationships.
- Ability to lead discussions, challenge assumptions and influence decision making.
- Ability to introduce change through consultation.

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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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

The post holder may from time to time be required to travel to sites throughout the UK

Job Description: Dog Care & Welfare Assistant

Vacancy Dog Care & Welfare Assistant
Salary GBP £17,879 to £18,931 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 11/11/2020
Date Posted 28/10/2020
Reference 0000037703
Location National Breeding Centre
Region West Midlands

General Information

Job Title:
Dog Care and Welfare Assistant - NBC

Team:
Dog Care & Welfare Team

Department:
Dog Care & Welfare

Directorate:
Mobility Services

Job Location:
National Breeding Centre

Reports To:
Dog Care and Welfare Manager

Number of Direct Reports:
None

Number of Volunteer Reports:
None

Budgetary Responsibility in Pounds (if applicable):
N/A

Financial Targets (if applicable):
N/A

Matrix Reporting Lines To (if applicable):
N/A

Level of Disclosure Check Required and Related Workforce (if applicable):
None

Overall Purpose

Provide for the mental and physical welfare and specialist care of all dogs/pups whilst housed in kennels at the Guide Dogs National Breeding Centre. To provide day to day husbandry of dogs/pups in kennels ensuring adherence to national dog care working practices and standard operating procedures.

Key Accountabilities of the Role

	Key Accountability
1.	To carry out day to day husbandry of up to 35 adult dogs within a block of kennels, ensuring application of agreed national dog care working practices and standard operating procedures. This will include the provision of specialist health care, under supervision, such as convalescing stock, puppies, whelping/nursing bitches and neonates and infectious cases providing animal husbandry.
2.	

	Monitor and maintain the mental & physical wellbeing of dogs within the kennel environment, to ensure all dogs are fit & healthy, to allow them to progress as future guide dogs/breeding stock. Identify potential issues and refer these upwards as appropriate.
3.	Responsible for maintaining behavioural responses within the kennel environment, using appropriate dog handling techniques and being aware of individual temperaments and behavioural traits. Identifying and referring potential handling or behavioural issues upwards as appropriate.
4.	To support trainees and volunteers working within the kennel environment whilst carrying out daily husbandry of dogs to ensure consistency of standards.
5.	Maintain accurate and up to date records, by providing verbal and written/electronic information regarding health histories and the behaviour of dogs/pups.
6.	Operates as a team member working with managers, supervisors and colleagues, by providing practical skills to fulfil the delivery of a dog care and welfare service. Maintain professional working relationships with other technical staff, other departments and external contacts (centre vet, specialists, volunteers, boarders) as required.
7.	Any other activities relevant to the role that will enable us to get blind and partially sighted people out and about in the way they choose
8.	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality

standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

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

1. Dedicated to superior quality
2. Always trustworthy
3. Inclusive and embracing
4. Customer focused
5. Maximising impact
6. Passionate and determined

Competencies

Staff Members

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

Person Specification

Factor	Essential	Desirable
Values and behaviours	See section Values and Behaviours section above	
Job specific skills	Proven interpersonal skills in order to communicate effectively with a broad range of internal and	Extensive work experience in a dog kennels establishment.

	external contacts. Able to demonstrate aptitude for dog handling	
Previous relevant experience	Able to demonstrate ability to organise own work priorities within set time frames	Practical experience working with dogs within either dog care or training environment. Working with volunteers
Knowledge	Understanding of animal care and behaviour	Basic computer skills
Qualifications / Training	<p>Animal Care qualification OR extensive animal care based work experience that demonstrates the ability to undertake the requirements of the role</p> <p>To hold a current UK driving licence OR be able to demonstrate how to transport dogs/pups to the veterinary surgery inside and outside normal working hours</p>	<p>Relevant animal care based qualification</p> <p>Experience of whelping a dog and rearing a litter of pups</p> <p>Ability to demonstrate volunteering within a animal care based role</p>
Special requirements (such as travel /overnight stays)	<p>Able to work unsocial hours including rostered evenings, weekends and bank holidays</p> <p>Able to work overnight duties and attend whelping bitches outside of hours.</p>	
Dog friendly	Comfortable with dogs in the workplace / office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their	From time to time you may be asked to support / volunteer your time at Guide Dogs events that

	roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

**the following section is where you add your signature electronically. Please paste in your signature beneath the listed signatures and insert the date signed on the following line. Please also enter the grade of the post and the date this was evaluated below the relevant items listed at the end of the document. Please delete this statement after completion.

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DATE OF EVALUATION:

****End of document.**