



INTERNAL JOB VACANCIES

18th February 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	
Legacy Case Manager	Central Office	09/03/2020	External
eCommerce and Retail Manager	Central Office	04/03/2020	External
Local Fundraising Relationship Manager	Home Based (Geographical Area)	09-Mar-2020	External
Supporter Care Advisor	Central Office	08/03/2020	External
Qualified Orientation & Mobility Specialist	London	10/03/2020	External
Qualified Orientation & Mobility Specialist	Home Based (Nominated Office)	10/03/2020	External
Dog Care & Welfare Assistant	National Breeding Centre	02/03/2020	External
Rehabilitation Worker	St Albans	08-March-2020	External
Finance Business Partner	Central Office	05-Mar-2020	External
Operations Support Coordinator	Glasgow	03-Mar-2020	External
Head of Canine Genetics	National Breeding Centre	06-Mar-2020	External
Children and Young People National Services Manager	Home Based (Geographical Area)	08-Mar-2020	External
Dog Care and Welfare Assistant	Leamington	02-Mar-2020	External
Trainee Orientation & Mobility Specialist	Coventry	08-Mar-2020	External
Qualified Habilitation Specialist	London	09-Mar-2020	External
Community Fundraising Campaigns Manager	Home Based (Geographical Area)	03-Mar-2020	Internal
Rehoming Officer	Redbridge	04-Mar-2020	Internal

Volunteer Boarder Coordinator	Redbridge	04-Mar-2020	Internal
Trainee Orientation & Mobility Specialist	Southampton	08-Mar-2020	External
Internal Communications Manager (Data and Services)	London	09-Mar-2020	External
Dog Care & Welfare Assistant	Redbridge	09-Mar-2020	External
Qualified Habilitation Specialist	Southampton	09-Mar-2020	External
Dog Care & Welfare Assistant	Redbridge	09-Mar-2020	External
Dog Care & Welfare Technician	Leeds	09-Mar-2020	External
Operations Support Coordinator	Central Office	09-Mar-2020	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Community Fundraising Campaigns Manager

Vacancy Community Fundraising Campaigns Manager
Salary GBP £27,472 to £29,091 per annum pro-rata
Job Type Grade 4
Category Permanent -Part Time
Closing Date 03/03/2020
Date Posted 25/02/2020
Reference 0000037119
Location Home Based (Geographical Area)
Region Homebased

Job Description

General Information

Job Title:
Community Fundraising Campaigns Manager
Team:
Fundraising Development
Department:
Community and Events Fundraising
Directorate:
Fundraising and Marketing
Job Location:

Home Based

Reports To:

Community Fundraising Business Partner
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Number of Direct Reports:

None

Number of Volunteer Reports:

285+ branches and 2,000+ third party fundraisers
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Budgetary Responsibility in Pounds:

£1,000,000

Financial Targets:

None

Matrix Reporting Lines To:

Community Fundraiser

Level of Disclosure Check Required and Related Workforce:

None

Overall Purpose

To maximise sustainable income from the establishment and development of third party fundraising, through capacity-building of Community Fundraisers, branches and Super-Volunteers

Key Accountabilities of the Role

	Key Accountability
1	Training and capacity-building of Community Fundraisers, branches and Super-Volunteers in the establishment and development of third party fundraisers
2	Research critical information to ensure that Community Fundraisers are as effective as possible in delivering their targets.
3	Monitoring and evaluating performance of third party fundraising to ensure that Community Fundraisers are as effectively deployed in developing third party fundraising recruitment as possible in agreement with Mobility Team Managers.
4	Planning strategy and budgeting for income targets in discussion with Community Fundraisers and in agreement with Mobility Team Managers and to be responsible for delivering the marketing strategy for 3rd party fundraising regionally in the Mobility Teams.
5	Be a key participant in the Community Fundraising Management Team and attend other meetings as needed
6	Networking with other third party fundraising specialists across the UK
7	Working with the Product Development team to ensure that fundraising products are as appropriate as possible for the branch/group market
8	Provide templates and other resources where appropriate for Community Fundraisers and Super-Volunteers
9	Market/horizon scanning – keeping Guide Dogs up to date about trends third party fundraising and new products/events

10	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).
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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 Values and Behaviours section above.	
Job specific skills	<p>Excellent communicator who can inspire support and action from a diverse range of staff and volunteers. Confident, assertive, persuasive. Excellent motivator and trainer of volunteer fundraisers and Community Fundraisers. Excellent networker with an ability to understand volunteer-led third party fundraising. Excellent interpersonal skills with an ability to work in a complex environment with many stakeholders.</p> <p>Entrepreneurial and driven by results, with the ability to identify and seize opportunities. Ability to take a strategic approach to developing third party fundraising in the Mobility Team areas. Excellent research and data analysis capability. Ability to self-motivate, prioritise workload and resolve problems and issues. Sound administrative ability, including Microsoft Office</p>	

	and database recording and manipulation	
Previous relevant experience	Experience of working with volunteer fundraisers. Experience of managing budgets and working to financial targets and deadlines	Experience of managing volunteers. Marketing and/or data analysis. Event management
Knowledge	Deep understanding of volunteer fundraising and volunteer motivation	N/A
Qualifications / Training	Degree or relevant professional qualification	Full membership of the Institute of Fundraising, or willingness to work towards the Institute of Fundraising Certificate in Fundraising
Special requirements (such as travel /overnight stays)	Frequent travel and overnight stays – some weekend work	N/A
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 roles. This may or may not mean the direct management 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.
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.	
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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.

GRADE OF POST: 4

DATE OF EVALUATION: 1st November 2015

Rehoming Officer

Vacancy Community Fundraising Campaigns Manager
Salary GBP £23,941 to £24,893 per annum
Job Type Grade 3
Category Permanent -Full Time
Closing Date 04/03/2020
Date Posted 26/02/2020

Refenence 0000037142
Location Redbridge
Region East of England

Job Description

General Information

Job Title:
Rehoming Officer
Team:
Mobility Team
Department:
Mobility Services
Directorate:
Mobility Services

Job Location:
Mobility Team area/ Guide Dog Training School
Reports To:
Dog Care & Welfare Manager
Number of Direct Reports:
None
Number of Volunteer Reports:
Up to 10
Budgetary Responsibility in Pounds:
None
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
Enhanced – Children and Adult Workforce
Atlantic Data Job Title:
Support Officer for Blind Pple

Overall Purpose

To place dogs that are withdrawn from the programme or retired into suitable homes by ensuring a constant supply of appropriate homes and

assessing and identifying suitable dogs to be placed in alternative career homes both within Guide Dogs and externally.

Key Accountabilities of the Role

	Key Accountability
1	Recruit and select appropriate homes to meet individual dogs' requirements by accurate assessment of dogs and matching into appropriate homes, includes assessment of potential Buddy Dog recipients and placement of a dog with suitable applicants.
2	To identify and assess dogs withdrawn from the guide dog programme for the Buddy Dog programme and other external alternative careers, developing good working relationships with other professional working dog organisations by offering appropriate dogs to their programmes.
3	Safeguard the reputation of the Association by ensuring appropriate assessment of dogs prior to rehoming, providing rehoming families with accurate information regarding a dog's temperament and drawing up a clear rehoming legal agreement in consultation with internal legal advisors when appropriate.
4	To negotiate rehoming fees and handle sales and donations from rehoming families and other professional working dog organisations. To negotiate the appropriate level of financial support offered to new homes and nominated homes in conjunction with the Dog Care & Welfare Advisor.
5	Communicate with Guide Dog Owners with regard to the rehoming of their retired dog and provide appropriate feedback to the Guide Dog Owner following the rehoming of their dog through recognised procedures.

6	Provide support and advice/coaching to Rehomers in appropriate dog handling techniques specific to an individual dog's needs.
7	Investigate complaints relating to Rehomers/Rehomed dogs within a reasonable timeframe and take appropriate action under the direction of the line manager.
8	To recruit and provide appropriate training and support for volunteers and manage a small boarding scheme for the housing of dogs whilst awaiting rehoming.
9	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 Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling/training.	Ability to train others.
Previous relevant experience	Practical experience working with dogs within either dog care or training environment.	Experience in working with the blind and partially sighted. Work experience within the animal rehoming sector. Previous experience in the areas of animal welfare or behaviour. Previous experience in a teaching or mentoring role.

Knowledge	Understanding of dog psychology and behaviour modification.	N/A
Qualifications / Training	Candidates need to demonstrate one of the following: 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking Supervisor or DipHE in Rehabilitation Studies, Appr	Accredited learning in the areas of animal welfare or behaviour.
Special requirements (such as travel /overnight stays)	Extensive travel throughout area.	N/A
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 roles. This may or may not mean the direct management 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.
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.	
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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.

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GRADE OF POST: 3

DATE OF EVALUATION: May 2011

Volunteer Boarder Coordinator

Job Description

Vacancy Volunteer Boarder Coordinator
Salary GBP £23,941 to £24,893 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 04/03/2020
Date Posted 26/02/2020
Reference 0000037143
Location Redbridge
Region South East

General Information

Job Title:
Volunteer Coordinator - Boarders

Team:
Guide Dog Training School

Department:
Mobility Services
Directorate:
Mobility Services

Job Location:
Guide Dog Regional Centre

Reports To: <i>(Job Title)</i>
Head of Regional Centre

Number of Direct Reports:
0

Number of Volunteer Reports:
Maximum of 2

Budgetary Responsibility in Pounds <i>(if applicable)</i> :
0

Financial Targets <i>(if applicable)</i> :
0

Matrix Reporting Lines To <i>(if applicable)</i> :
0

Level of Disclosure Check Required and Related Workforce <i>(if applicable)</i> :
None

Overall Purpose

To develop the existing volunteer boarding scheme to extend its capacity and create robust operating systems to ensure the ongoing coordination and management of the scheme. Select and recruit volunteers to board dogs in training, dogs awaiting rehoming and dogs requiring convalescence care or health observation. Coordinate the training of new volunteers and further development of existing volunteers. Develop robust operating practices and procedures to support the long term management of this group of volunteers and

processes which support the daily coordination and management of the boarding scheme

Key Accountabilities of the Role

	Key Accountability
1	Coordinate Volunteer Dog Boarder manpower planning in conjunction with Head of Training School, managing and coordinating the placement of dogs with volunteers. This will involve ensuring that volunteer resources needed to support boarding of adult dogs at the Training School are identified with clear and achievable recruitment and training plans in place.
2	To support and engage with potential volunteers throughout the recruitment process, working in conjunction with National Volunteering Office to ensure smooth transition of applications.
4	To coordinate and provide training and technical support to new and existing Volunteer Boarders. To work in conjunction with Guide Dog Trainers and Dog Care Staff to monitor and support volunteers dog handling skills and understanding to ensure standards of dog behaviour are maintained and identify any skills gaps or performance concerns coordinating further training as may be required.
5	To recruit specialist volunteers to support the ongoing management of the boarding scheme ensuring resources available to provide care for dogs requiring more specific handling or specific health care. Providing any development needs and ongoing support.
6	To manage and coordinate a programme of ongoing engagement with Volunteer Boarders providing opportunities for reward and recognition.
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Competencies

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above	
Job specific skills	Ability to communicate effectively and tactfully both verbally and in writing. Ability to deal with people at all levels. Able to plan, prioritise and self-monitor own workload with limited support from line manager.	Confident in speaking to groups.

Previous relevant experience	<p>Previous experience of communicating and supporting volunteers.</p> <p>Experience of delivering high levels of customer service.</p> <p>Ability to work as part of a team and under own initiative.</p>	<p>Experience in the management and motivation of volunteers.</p> <p>Experience of co-ordinating and/or managing volunteers or staff.</p> <p>Experience of working with people, supporting professional development and providing customer service.</p>
Knowledge	<p>Basic understanding of dog handling</p> <p>Proficiency in Microsoft Word, Excel and Outlook.</p>	
Qualifications/ Training	Sound written and numerical skills; gained through education, work or life experience.	

Special requirements (such as travel /overnight stays)	Prepared to work unsociable hours occasionally (evenings and weekends)	May on rare occasions be required to travel to other sites and stay overnight
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 roles. This may or may not mean the direct management 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.
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**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.

GRADE OF POST: 3

DATE OF EVALUATION: May 2016

****End of document**