



INTERNAL JOB VACANCIES

4th August 2020

Contents

Working for Guide Dogs.....	2
Job Description: CAS Operations Manager	4



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	
Qualified Habilitation Specialist	South East, covering Hertfordshire, Bedfordshire, Essex and London	15/08/2020	External
Digital producer	Home Based (Nominated Office)	09/08/2020	External
Digital producer	Home Based (Nominated Office)	09/08/2020	External
Volunteering Coordinator	South East	09/08/2020	External
CAS Operations Manager	London	09/08/2020	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: 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	09/08/2020
Date Posted	28/07/2020
Reference	0000037546
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

Date created/last reviewed:

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) or Skills, Information & Support

Services (SISS) 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.
- Professional qualification (e.g. CQSW/DipSW, Dip/Cert, BEd/PGCE/QTS, Habilitation/Rehab/GDMI.)

Desirable

- Project Management qualification (Prince-2 or equivalent)

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 professional supervision of staff working with children with complex needs. 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

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.

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.

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