



INTERNAL JOB VACANCIES

6th November 2020

Contents

Working for Guide Dogs.....	2
Job Description: CAS Operations Manager	5
Job Description: CAS Operations Manager	15
Job Description: CAS Operations Manager	25
Job Description: Head of Committed Giving	35
Job Description: Dog Care & Welfare Assistant	41
Job Description: Canine Assisted Partnership Specialist	47
Job Description: Trainee Guide Dog Trainer	54
Job Description: Digital Information, Advice and Guidance Content Producer	61
Job Description: Operations Volunteering Officer (CAS)	67
Job Description: Operations Volunteering Officer (CAS)	74
Job Description: Fundraising Special Projects Executive	81
Job Description: National Events Delivery Manager.....	88
Job Description: Creative Design Manager	96



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	
CAS Operations Manager	Redbridge	8/11/2020	Internal
CAS Operations Manager	London	8/11/2020	Internal
Qualified Orientation & Mobility Specialist	South East	12/11/2020	External
CAS Operations Manager	Newcastle	11/11/2020	Internal
Head of Committed Giving	National	19/11/2020	External
Dog Care & Welfare Assistant	National Breeding Centre	11/11/2020	Internal
Canine Assisted Partnership Specialist	Atherton	13/11/2020	Internal
Committed Giving Administrator	Central Office	15/11/2020	External
Trainee Guide Dog Trainer	London	15/11/2020	Internal
Digital Information, Advice and Guidance Content Producer	Central Office	12/11/2020	Internal
Operations Volunteering Officer (CAS)	Scotland and NI	17/11/20	Internal
Operations Volunteering Officer (CAS)	Redbridge	17/11/20	Internal
Fundraising Special Projects Executive	Central Office	17/11/20	Internal
National Events Delivery Manager	Home Based	17/11/20	Internal
Creative Design Manager	Central Office	12/11/20	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 £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

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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
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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

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Desirable

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Job-Related Experience

Essential

- Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people.
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- 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)
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- Experience of working with dogs (CAS role)
- Experience of working in any the following settings; education, health and social care, police/probation
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Essential

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Desirable

- Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Prezi etc.
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- 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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- 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.

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- 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.
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Planning and strategy

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Quality Assurance

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- Monitor and respond to feedback to ensure needs are met and continued improvement achieved.
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Financial Focus

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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: 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	04/11/2020
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.
- **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

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	Animal Care qualification OR extensive animal care based work experience that demonstrates the ability to undertake the requirements of the role 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	Relevant animal care based qualification Experience of whelping a dog and rearing a litter of pups Ability to demonstrate volunteering within a animal care based role
Special requirements (such as travel /overnight stays)	Able to work unsocial hours including rostered evenings, weekends and bank holidays Able to work overnight duties and attend whelping bitches outside of hours.	
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.

GRADE OF POST:

DATE OF EVALUATION:

Job Description: Canine Assisted Partnership Specialist

Vacancy	Canine Assisted Partnership Specialist
Salary	GBP £27,472 to £29,091 per annum pro rata
Job Type	Specialist Professional
Category	Secondment- Full Time
Closing Date	13/11/2020
Date Posted	05/10/2020
Reference	0000037580
Location	Atherton
Region	North West

Job Profile

Job Title: Canine Assisted Partnerships Specialist

Directorate: Operations

Reports To: Head of Canine Assisted Partnerships

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 19/03/2020

Overall Role Purpose

The Canine Assisted Partnerships Specialist helps people with sight loss to live the life they choose by supporting the design, develop and deliver a range of canine assisted services that enable people who are visually impaired to meet a wide range of personal goals, from improving health and wellbeing, increasing self-confidence and encouraging interaction in the wider community and so reducing the isolation and impact of living with sight loss.

They ensure that the right dog for each role and then deliver training to customers or volunteers so that they get the very best benefit from their canine assistant or companion. This will include enabling volunteers to promote our work through canine assisted activities to improve education, community engagement and fundraising.

Canine Assistance Partnership Specialists will continue to deliver the new services as the subject matter expert, embedding and implementing them across our network of regional centres, working closely with our dogs, our customers and their families, and our volunteers.

Key Responsibilities

Delivery of the service

- To assist in the design, development and delivery of our new Canine Assisted Services.
- To identify, complete the assessment of and partner our dogs to meet agreed customer outcomes.
- To work closely with our other services to agree appropriate person centric outcomes and then match the right dog at the right time to the right client or volunteer to achieve these outcomes.
- To plan, create and deliver engaging regional workshops across the UK to deliver a range of goal-orientated interventions that use partnership with a trained dog to improve the health and wellbeing of people with a vision impairment.
- To provide ongoing support and advice to the new partnership to ensure successful outcomes are achieved.
- To train and support a team of volunteers responsible for boarding training dogs allocated to you or your team.
- Deliver training to the volunteers that work with Ambassador Dogs so that they can support engagement and fundraising events to increase awareness, public education and income generation.

Continuous Improvement

- To keep abreast of and share literature, ideas and best practice to ensure that we continuously improve the way we work and how we support our customers.
- To support the design and implementation of new processes which aid efficiency, quality and/or improve all new canine assisted services.
- To support the Canine Assisted Services Manager in providing ongoing evaluation and continual improvement for new canine assisted services.
- To support in standardising, maintaining and improving written, video and practical guidance to ensure that all the associated staff / volunteers / customers share a standardised approach.

Record Keeping

- To ensure that all documentation and relevant data is complete and up to date in line with Guide Dogs Data protection policy, procedures and standards.

Communication

- To represent the canine assisted services internally and externally ensuring maximum opportunities for people with sight loss, and the wider public to enjoy the benefits of canine assisted interventions
- To ensure that customers are aware of the policies and procedures relating to responsible dog ownership and through education and training can demonstrate an ability to understand and care for the dog's needs and welfare.

Other

- Any other activities relevant to the role that will enable people who are blind or partially sighted and their families to enjoy the benefits of a dog. To be aware of opportunities to signpost to other relevant services related to CYP (Children and Young People).
- 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: Flexible

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.
- Vocational qualification or equivalent experience in dog behaviour/ animal welfare.
- Willing to undertake training and development to ensure suitability of service delivery for families of children and young people.

Desirable

- A recognised qualification in either training dogs or animal behaviour.
- Qualification as a guide dog mobility or assistance dog mobility instructor.
- Certification as a clinical animal behaviourist or veterinary behaviourist.
- Teaching qualification.

Job-Related Experience

Essential

- Experience of running group training in a workshop format.
- Experience of working with a range of clients and/or volunteers.
- Evidence of training delivery and education with clear communication skills.
- Proven understanding of dog welfare and needs to match them with the needs of people living with sight loss and provide ongoing support.

Desirable

- Experience of working with a range of clients with disabilities or individual needs.
- Experience of working in the not for profit sector.

Knowledge

Essential

- Able to demonstrate the knowledge, skills and experience in positive dog training and handling in line with Guide Dogs ethical training policy.
- Able to demonstrate the knowledge and skills as well as experience in appropriate up to date training methods as well as problem solving and analysis of training and behavioural issues.

Skills and Competencies

Essential

- Excellent communication and interpersonal skills with the ability to deliver training and education about dog welfare, motivate, manage and influence a range of stakeholders in a changing environment, including families of children with sight loss.
- The ability to work calmly under pressure and to work effectively as a member of a variety of teams.
- Empathetic and positive approach to working with people and dogs.
- Good planning skills, with a clear focus on client's outcomes.
- Is adaptive to culture change and is responsive to new ideas and able to adapt working practices to ensure these are actioned.

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: Trainee Guide Dog Trainer

Vacancy Trainee Guide Dog Trainer
Salary GBP £21,984 per annum
Job Type Support Provider
Category Permanent- Full Time
Closing Date 15/11/2020
Date Posted 30/10/2020
Reference 0000037704
Location London
Region England

Job Profile

Job Title: Trainee Guide Dog Trainer (TGDT)

Directorate: Operations

Reports To: Senior GDT / Senior Practitioner / CAS Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 08/09/2020

Overall Role Purpose

The Trainee Guide Dog Trainer (TGDT) helps people with sight loss to live the life they choose by enabling people with sight loss to get out and about through their partnership with a guide dog. A TGDT learns to train guide and assistance dogs to perform their role within a canine assisted service, working alongside staff, volunteers and service users.

Key Responsibilities

- Attend and participate in assigned TGDT training programme modules, carrying out all required reading and pre- and post-course work, making full use of the resources.
- Become a reflective practitioner and apply current theories to practical application. Complete research as required.
- Train on the job to the required standards, including but not exhaustive:

- Learn to train dogs in line with Guide Dogs standards and approach.
 - Design and implement individual dog training plans to the required standard.
 - Recognise the differing requirements needed by clients and how this will determine the suitability of the dog for the relevant service and/or client.
 - Recognise and support the resolution of any dog wellbeing issues and escalate to relevant colleagues as appropriate.
 - Demonstrate appropriate values, attitudes and behaviours when interacting with people.
 - Complete associated administration in line with relevant policies.
 - Work with all relevant stakeholders such as clients, staff and volunteers to develop dog handling and wellbeing skills.
 - The relevant skills required to make a dog ready for partnering in guide dog services.
 - To develop interpersonal skills in preparation for working with a range of stakeholders both internally and externally e.g. volunteers, clients, staff.
 - To develop into a competent and effective qualified member of staff to fulfil the key accountabilities of the Guide Dog Trainer job description, through the skills learning and mentoring available.
- Engage and contribute in team meetings and training. Participate in events and activities and to get to know Guide Dogs clients, volunteers and staff.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

- 3 GCSE/O' levels or the equivalent – including Maths & English

Desirable

- Accredited learning in the areas of animal training, behaviour or welfare.
- Current valid UK/EU Driving licence

Job-Related Experience

Essential

- Previous experience working with adults and/or young people and/or animals
- Able to undertake physical demands of the role, including walking long distances daily (in excess of 8-10 miles), in all weather

conditions, unaided, and able to handle and walk with a range of dog breeds, ages, sizes and temperaments.

- Willing and able to drive large transit dog-carrying vehicles, or suitable alternative to transporting multiple dogs.

Desirable

- Previous practical experience in the areas of animal training and/or behaviour.
- Experience of teaching, coaching and mentoring.
- Experience of previous work / voluntary work with adults and/or young people with disabilities.

Knowledge

Essential

- Able to demonstrate working knowledge of Microsoft Office.

Desirable

- Knowledge of the charity sector.
- Experience of using databases.
- Previous experience and knowledge in animal husbandry and care.

Skills and Competencies

Essential

- Able to demonstrate effective communication skills to be able to deal with people clearly and sensitively.
- Excellent verbal and written communication skills.
- Good organisational and administrative skills
- Can demonstrate a logical approach to decision making.
- Able to demonstrate a high standard of literacy.
- Able to work as part of a team and unsupervised as required.
- Ability to plan and organise own work and meet deadlines.

Desirable

- Demonstrate the ability to work with people from a range of backgrounds.
- Effective presentation skills.
- Understanding of safeguarding.

- Able to demonstrate experience of dog training/ handling.

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: Digital Information, Advice and Guidance Content Producer

Vacancy	Digital Information, Advice and Guidance Content Producer
Salary	GBP £34,688 to £36,729 per annum
Job Type	Specialist Professional
Category	Permanent- Full Time
Closing Date	12/11/2020
Date Posted	30/09/2020
Reference	0000037615
Location	Central Office
Region	South East

Job Profile

Job Title: Digital Information, Advice and Guidance Content Producer

Directorate: Marketing, Digital and Influencing

Reports To: Digital Information, Advice and Guidance Delivery Manager

Matrix Reporting To: Director of Service Development

Disclosure Check Level: None

Date created/last reviewed: 18/8/2020

Overall Role Purpose

The Information, Advice and Guidance Content Producer helps people with sight loss to live the life they choose by providing Digital information and support services for people with sight loss and their family and friends.

Key Responsibilities

- Work closely with, and deputise for the Digital Information, Advice and Guidance Delivery Manager

- Responsible for the production of high-quality Information, Advice and Guidance content for multiple Digital touchpoints. This will necessitate:
 - Gaining a deep understanding of customer needs from multiple research sources
 - Collaborating with subject matter experts to ensure that they produce the relevant information within project timescales
 - Work closely with the Brand Content and Design teams, to ensure that all content produced is fit for purpose and shared for re-use
 - Briefing all parties who will produce and build content, ensuring that the assets are produced, tested and built on time and to quality
 - Producing assets as required e.g. Digital copy, photography, video, Knowledge Base FAQs for Call Centre, social media brief and conversation for Lucybot (Voice and Webchat)
 - Ensuring that all assets are packaged, communicated and provided to the relevant teams within agreed timescales
- Work collaboratively with Subject Matter Experts, Customers and Digital Development to ensure that information is kept up to date, fresh and developed with the voice of the customer
- Working with stakeholders in Operations and the Digital Delivery team, support the content prioritisation, delivery and update process for all Services content
- Develop an understanding of the sector and changes in customer needs including information on accessibility standards and ways in which Guide Dogs can communicate to customers through multiple technology channels.
- 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: 0

Number of Indirect Reports:

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None
Budget Accountability: >£150k

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

- Degree or equivalent-level qualification/experience

Desirable

- Relevant professional qualifications, e.g. IDM or CIM

Job-Related Experience

Essential

- Demonstrable experience of high-quality Digital content production, including excellent web copywriting skills
- Proficient in photography, video and editing packages
- Experience in writing and communicating effective briefs
- Evidence of successfully delivering in a matrix organisation
- Strong project management experience

Desirable

- Experience of delivering accessible Digital solutions
- Experience of conversation design and artificial intelligence
- Digital agency background

Skills and Competencies

Essential

- Person-centred content development, including:
 - Demonstrable understanding of what great Digital content is, and how to create it. Strong copywriting and Digital user experience skills
 - Solid understanding of Digital user experience, metrics, SEO, Brand and Services Marketing, content and design, to enable close and effective working relationships with lead professionals and agencies
 - Outstanding stakeholder management to support excellent working relationship with subject matter experts, ensuring that the information they provide is rich, relevant and usable
 - Outstanding project management and planning skills

- Communication and interpersonal skills with the ability to inspire, motivate, manage and influence a range of stakeholders in a changing environment.
- Organisational skills, along with excellent problem solving and coaching skills and an ability to work under pressure and to deadlines.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: Operations Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £21,568 to £22,838 per annum pro rata
Job Type	Support Provider
Category	Secondment- Part Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037706
Location	Scotland and NI
Region	Scotland

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

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

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

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

Key Responsibilities

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

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

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

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

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

Desirable

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

Job-Related Experience

Essential

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

Desirable

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

Knowledge

Essential

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

Desirable

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

Skills and Competencies

Essential

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

Behaviours

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

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

So, we: -

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

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

- **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
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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: Operations Volunteering Officer (CAS)

Vacancy	Operations Volunteering Officer (CAS)
Salary	GBP £23,941 to £24,893 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037707
Location	Redbridge
Region	England

Job Profile

Job Title: Operations Volunteering Officer (CAS)

Directorate: Operations

Reports To: Operations Support Manager

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

Disclosure Check Level: Enhanced

Date created/last reviewed: 27/08/2020

Overall Role Purpose

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

Key Responsibilities

- Coordinate and oversee our volunteering programmes in Operations, such as boarding, puppy walking, dog wellbeing &

exercising, ensuring this critical function is resourced accordingly in line with production and partnership demands.

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

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

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

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

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

Person Specification

Education/Qualifications

Essential

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

Desirable

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

Job-Related Experience

Essential

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

Desirable

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

Knowledge

Essential

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

Desirable

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

Skills and Competencies

Essential

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

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- 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: Fundraising Special Projects Executive

Vacancy	Fundraising Special Projects Executive
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037708
Location	Central Office
Region	South East

Job Profile

Job Title: Special Projects Executive

Directorate: Fundraising

Reports To: Fundraising Special Projects Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 28/08/2019

Overall Role Purpose

The Special Projects Executive helps people with sight loss to live the life they choose by assisting the delivery of Special Projects across fundraising acquisition and supporter development, delivering on time and to budget, maximising the number of responses and value and supporting the Special Projects Office.

Key Responsibilities

- To manage the day-to-day operations of the Special Projects team delivery plan, across all marketing channels including but not limited to direct mail, digital and social media, email and

telemarketing, broadcast, print and face to face. Delivering on time, to budget and maximising response and value.

- Making and implementing recommendations for improving results and processes.
- Responsible for the day to day management of campaigns. To include; writing briefs, sourcing case studies and images, writing copy, circulating artwork and content for approval, coordinating with internal and external suppliers and managing the agreed campaign budget to ensure internal approval processes are complied with. Ensuring final sign-off is agreed with Line Manager prior to implementation.
- Raising purchase orders and managing invoices.
- Maintain up to date and accurate files for all campaigns to enable historic tracking of the performance of each campaign to inform for future activity.
- Undertake post campaign analysis, producing wrap up reports and making recommendations for campaign improvement to facilitate a smooth transition to the team for roll out.
- Work with suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost, and/or the relevant agencies to ensure product specific delivery of campaign content, referring to both the management of the digital delivery of your fundraising campaigns, and ensuring that digital content on the Guide Dogs website for your products is monitored for performance, updated for optimisation and fully compliant.
- Work with other Guide Dogs teams to ensure the smooth delivery of Special Projects activity, and to promote the team positively within the organisation.

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: Part of the Committed Giving department within Individual Giving, which delivers up to £45 million gross income for Guide Dogs and responsible for delivering individual campaign income targets as set out in the annual plans.

Assets Managed: None

Budget Accountability: Contributes towards team expenditure budgets of up to £4million and deliver up to £2 million gross income into Guide Dogs. Contribute to the future income through the development, planning and implementation of new and different income streams. This role shall be responsible for individual campaign budgets as set in the annual plan.

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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Working at Guide Dogs

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

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

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

Person Specification

Education/Qualifications

Essential

- GCSE or equivalent in English and Maths.

Desirable

- A recognised marketing qualification or equivalent experience.

Job-Related Experience

Essential

- Experience of working in a busy environment, with a variety of tasks to deliver.
- Administration experience.

Desirable

- Experience of working in the charity sector.
- Experience of working within a Direct Marketing team.
- Experience of working with a number of different teams and/or suppliers.

Knowledge

Essential

- Competent in Excel and Word and Microsoft Office.
- An understanding of administrative systems.
- Understanding of direct marketing principles and techniques.

Desirable

- Understanding of the charity sector.
- Competent in PowerPoint.

Skills and Competencies

Essential

- Very good organisation, communication and admin skills.
- Attention to detail, highly literate and numerate.
- Strong creative and analytical skills.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

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

Job Description: National Events Delivery Manager

Vacancy	National Events Delivery Manager
Salary	GBP £34,688 to £36,729 per annum
Job Type	Team Leader
Category	Secondment- Full Time
Closing Date	17/11/2020
Date Posted	03/11/2020
Reference	0000037709
Location	Home Based
Region	Homebased

Job Profile

Job Title: National Events Delivery Manager

Directorate: Fundraising

Reports To: Head of Events

Matrix Reporting To: Varies by event, includes Health and Safety, Legal, Insurance, Volunteering

Disclosure Check Level: None

Date created/last reviewed: 03/11/2020

Overall Role Purpose

The National Events Delivery Manager helps people with sight loss to live the life they choose by managing the implementation and delivery of a portfolio of both Guide Dogs owned events/series of events and the Guide Dogs presence at externally organised events to raise money to deliver services for blind and partially sighted people.

Key Responsibilities

- Guide Dogs events
 - Project manage the overall delivery of the Guide Dogs event plan as set out by the National Events Strategy Manager,

delivering on time, to budget and maximising response and value – to ensure a first-class attendee experience.

- To maximise the return on investment from each event and ensure the event realises its full potential (short and longer term) in terms of engagement, participation levels, value per respondent and brand equity.
- Lead pre-event preparation including location planning, working with external parties, organising trade stalls where relevant and ensuring all necessary statutory requirements are met.
- Lead the event delivery as Event Director, creating a full event management plan for each event, and ensuring plans are achieved on time and within budget. These plans must ensure all staff and volunteers are fully briefed, all risk assessments are completed, and risks resolved, all health and safety processes are followed, and work alongside event partners and suppliers to ensure any risk to the organisation is low.
- External event presence
 - Plan and manage Guide Dogs presence at external events as required including liaising with event organisers, planning volunteer rotas, and managing stand/demo presence.
 - Work closely with the Head of Events to develop and deliver new events (special events and mass participation) and redevelop any existing events as required by the organisation.
 - Pro-actively research events for Guide Dogs to exhibit at or participate in which maximise income and cultivate supporters for Guide Dogs. This will include developing propositions to obtain Charity of the Year status and, partnerships for Guide Dogs at major sporting events.
 - Supporter recruitment via new events – Working closely with the Event Acquisition and Retention Manager to fully understand and evaluate the potential of new events and our ability to succeed with recruitment in such a crowded marketplace. All events need to support the registration and recruitment plans, whilst identifying opportunities for growth supporter satisfaction, as well as supporting the retention plan for repeat participation.
- Post event/campaign
 - Develop and oversee a process for post event analysis, producing wrap up reports and making recommendations for improvements, strategic development and budget setting.

- Reports to include brand, risk, and capacity levels.
- Volunteer recruitment
 - Develop and implement a volunteering plan for events, ensuring a full volunteer recruitment, retention and reward plan to cover all needs of the team, working closely with the National Events Strategy Manager, Officers within the Team and the Volunteering Department to achieve a new and engaging micro volunteering option.
- Internal processes
 - Work closely with the National Events Officer and the events co-ordinator role to develop, monitor and oversee the creation of briefs for creative, data, response handling and supporter care, as required.
 - Ensure risk assessments have been completed and all relevant legal and other paperwork is in-line with Guide Dogs project management methodology.
 - Ensure the approval procedure is adhered to and all necessary stakeholders communicated with.
- Research new supplier management
 - Account manage suppliers to ensure quality work is delivered, within the defined schedule and at a competitive cost.
 - Find suppliers who could offer new innovative solutions for bespoke events.
 - Work with Procurement and Legal to ensure suppliers meet our quality levels.
- Digital
 - Alongside the Acquisition and Retention Manager, work with the Digital team as necessary to ensure product specific content is correct and updated and all digital elements are considered for event execution.
- Collaborative working
 - Work with the rest of the National Events Team and other Guide Dogs teams to ensure the smooth delivery of activity and to promote the team positively within the organisation.
- Budget
 - To be responsible for managing each individual event project or event delivery budgets, ensuring the financial processes and systems are adhered to, and to provide the National Events Strategy Manager with accurate income and expenditure information to influence strategic development, planning and forecasting.

- Deputise for the National Event Strategy Manager when absent.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 3

Number of Indirect Reports:

Number of Volunteers Supervised: 50+ depending on event

Financial Accountability

Annual Income Accountability: Support annual income plan of £800,000

Assets Managed:

Budget Accountability: £250,000

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

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

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

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

Person Specification

Education/Qualifications

Essential

- Degree or equivalent qualification
- Diploma in Fundraising and/or Marketing.

Desirable

- Management qualification.
- Member of the Institute of Fundraising.
- Project management qualification.

Job-Related Experience

Essential

- Demonstrable experience in an events management environment, delivering a variety of projects across a variety of channels simultaneously.
- Experience in managing project spend and working with many different internal teams.
- Experience of working with external suppliers.
- Experience of working in the Charity sector.
- Experience of setting up mass participation events.
- People management experience.
- Planning and budgeting.

Desirable

- Volunteer management.

Knowledge

Essential

- Proven understanding of event management principles and techniques, and of briefing and interpreting analysis.
- Understanding of statutory requirements around events.
- Some knowledge of print and production.
- Institute of Fundraising Good Practice.
- Good knowledge of Microsoft Office, specifically Word, Excel and PowerPoint.

Desirable

- Understanding/Experience of the blind and partially sighted sector.
- Working with a diverse range of people

Skills and Competencies

Essential

- Proven organisational skills, ability to multi task and able to maintain many projects simultaneously.
- Demonstrates excellent interpersonal and communication skills.
- Literacy, numeracy skills and analytical skills.
- Excellent communication skills both verbal and written.
- Proven creative skills in event management and excellent at researching and developing new ideas and understanding the industry.
- Excellent coaching and people management skills.
- Results driven.
- Can demonstrate a team working approach.

Desirable

- Risk management.

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.
- **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

Flexibility is required – although the post holder will primarily be based at central office, there will be regular travel with occasional overnight

Job Description: Creative Design Manager

Vacancy	Creative Design Manager
Salary	GBP £54,414 to £57,133 per annum
Job Type	Manager
Category	Permanent- Full Time
Closing Date	12/11/2020
Date Posted	05/11/2020
Reference	0000037710
Location	Central Office
Region	South East

Job Profile

Job Title: Creative Design Manager

Directorate: Marketing, Digital & Influencing

Reports To: Head of Brand

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 23/10/2020

Overall Role Purpose

The Creative Design Manager helps people with sight loss to live the life they choose by establishing and managing the in-house creative agency, responsible for the origination, localisation and approval of design and creative assets to support brand refresh, service delivery and integrated marketing campaigns. To provide creative direction and brand guardianship across the organisation to help deliver the best expression of the brand positioning at every touchpoint. Use creative skill and understanding of brand positioning to provide strategic creative solutions to briefs.

Key Responsibilities

- Work in close collaboration with the Head of Brand, and the wider Marketing team, to understand the needs of our audiences and internal clients and use this insight to take a strategic approach to answering briefs and creative problem solving.
- Use creative skills and experience to inspire and guide the team to create brilliant design, on brand and in the most effective way.
- Working collaboratively with colleagues in the Content team, plan, track and work on briefs in an integrated way, using one system of project, resource and asset management.
- Oversee workflow and make decisions about where and how projects are resourced, for best results and cost-efficiency.
- Build relationships with roster of agencies and freelancers to ensure they are fully immersed in the brand guidelines and inspired to add value, providing creative direction and brand guardianship as required.
- Manage the team to develop and maintain a brand library of key messages, images and video assets for the organisation - including policies and guidance to meet legal requirements.
- Commissioning and producing photoshoots as required.
- On-going brand management, including brand development and creative reviews, share best practice with internal clients and external agencies to affect positive change
- Leadership and development of creative talent across design and production for print and digital.
- Ensure all Guide Dogs marketing communications collateral and materials are accessible - in particular to blind and partially sighted people.
- Lead key cross departmental projects such as the production of the Annual Review.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: 5

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: This role is responsible for the day-to-day delivery of the brand at every touchpoint and has influence over creative and campaigns delivered with budgets held by other teams - so responsibility is much greater than the direct budget accountability.
Budget Accountability: £100K

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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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

- Degree in graphic design or equivalent qualification

Desirable

- Relevant professional qualification

Job-Related Experience

Essential

- Managing a team of designers, providing expert advice and direction for the organisation.
- Proven effective creative experience.
- Demonstratable effective management experience in agency or creative team.
- Demonstratable in-depth knowledge of print and digital production techniques and passion for creating powerful brands.
- Proven experience of managing contracts and external suppliers.
- Demonstratable outstanding ability in creative direction.
- Demonstratable experience in delivering design projects from concept through to finished artwork, adhering to visual identity guidelines.
- Up to date understanding best practice principles of accessible communications and how to apply them.
- Proven effective budget management experience.

Knowledge

Essential

- Up to date and proven understanding of and passion for creating accessible communications.
- Demonstratable track record of innovation and continuous learning to keep up to date with the latest creative trends and techniques.
- Excellent knowledge of graphic design.

Desirable

- Demonstratable knowledge of the charity sector and vision impairment sector.

Skills and Competencies

Essential

- Demonstratable outstanding creative vision and skills.
- Demonstratable excellent written skills.
- Proven ability to advise, influence and negotiate.
- Proven ability to prioritise and manage various projects and tasks with competing priorities.
- Demonstratable strong team management skills.
- Excellent demonstrable design software skills in using the Adobe Creative Suite - In-design, Photoshop, Illustrator.
- Proven experience in creating visual communications and in-depth knowledge of branding, colour theory and typography.
- Experience in art-directing photography shoots.
- Excellent listening and communication skills, able to build relationships with colleagues at all levels of seniority, external agencies, and people with sight loss who use our services.

Desirable

- Keen to learn and continuously develop personal professional skills.

Behaviours

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

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

Mobility

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

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