



INTERNAL JOB VACANCIES

6th December 2019

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Working for Guide Dogs

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

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

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

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

Available roles

Role	Location	Closing date	
Recruitment Manager for Volunteers	London	05/01/2019	External
Procurement Assistant / Junior Buyer	Central Office	15/12/2019	External
ECommerce Executive	Central Office	08/12/2019	External
Operations Support Coordinator	National Breeding Centre	09/12/2019	External
Campaigns Officer	London	09/12/2019	External
Data Quality Executive	Central Office	10/12/2019	External
HR Coordinator	Central Office	11/12/2019	External
Financial Reporting Accountant	Central Office	12/12/2019	External
Orientation & Mobility Specialist	Home Based (Geographical Area)	22/12/2019	External
Dog Care & Welfare Supervisor	National Breeding Centre	11/12/2019	Internal
Dog Care & Welfare Assistant	National Breeding Centre	15/12/2019	External
Dog Care & Welfare Assistant	National Breeding Centre	15/12/2019	External
Genomics Research Associate	National Breeding Centre	27/12/2019	External
Rehoming Officer	Office Based (Home Start)	08/12/2019	Internal
Qualified Guide Dog Trainer	Forfar	11/12/2019	External
HR Business Partner	National Breeding Centre	11/12/2019	Internal
Senior Puppy Training Supervisor	Leamington	22/12/2019	External
Trainee Puppy Training Supervisor	Leamington	22/12/2019	External

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

Thank you for your interest in working with Guide Dogs.

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

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

Job Description: Dog Care & Welfare Supervisor

Vacancy Dog Care & Welfare Supervisor
Salary GBP £27,472 to £29,091 per annum
Job Type Grade 4
Category Secondment- Full Time
Closing Date 11/12/2019
Date Posted 29/11/2019
Reference 0000035226
Location National Breeding Centre
Region West Midlands

General Information

Job Title:
Dog Care and Welfare Supervisor

Team:
Dog Care & Welfare Team

Department:
Mobility Services Region

Directorate:
Mobility Services

Job Location:
Guide Dog Training School / National Breeding Centre

Reports To:
Dog Care and Welfare Manager

Number of Direct Reports:
<10
Number of Volunteer Reports:
<20
Budgetary Responsibility in Pounds :
Manages local procurement within the Dog Care & Welfare budget
Financial Targets:
None
Matrix Reporting Lines To:
None
Level of Disclosure Check Required and Related Workforce:
None

Overall Purpose

Responsible for the local execution, through management of a team of technical staff, of value for money dog care, veterinary and welfare provision for Guide Dogs stock housed in kennels at a Guide Dog Training School. Ensure effective health surveillance of Guide Dog stock housed in kennels to protect and improve the health and welfare of stock and protecting Guide Dogs reputation

Key Accountabilities of the Role

	Key Accountability
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1	Supervise delivery of dog care, veterinary and welfare provision for dogs housed in kennels - To actively role model and reinforce required behaviours whilst leading, enthusing and supervising the local dog care and welfare team to deliver the agreed dog care, welfare and veterinary service for dogs housed in kennels. Responsible for supervising the delivery of a local Dog Care and welfare service by managing a team of staff and volunteers responsible for carrying out day to day husbandry of dogs housed in kennels. Ensures the service operates within national practices as directed by the Dog Care and Welfare Manager
2	Create and deploy capability - Supervise the provision of a local dog care, welfare and veterinary service to support the training and supply of guide dogs within agreed policy. Ensure the provision of accurate health data to inform systems to improve the management and control of health and welfare in Guide Dogs stock and help to identify major or new patterns of health issues to manage/control and mitigate risk. Ensure service delivery and running of the team is achieved in the most cost effective manner. To identify issues or problems which impede the effective operation of the team and the effective delivery of services, and to propose and to implement agreed solutions. Maximise individual and team potential through active commitment to training, development and succession planning.
3	Communication - Maintain local productive working relationships within the veterinary field in order to improve the veterinary service provision and ensure cost effective service. Work cohesively with other teams within the Training School / Breeding Centre to ensure dog care and welfare service fully supports the production of guide dogs.
4	Quality assurance - Monitor the quality of dog care services provided within kennels to ensure the health of guide dog stock is maintained at the highest possible standard within a cost effective framework. Identify opportunities for new initiatives at a local level which will improve the quality of the dog care, welfare and veterinary service. Ensures appropriate health surveillance and timely clinical treatment regimes/health investigations carried out to support informed decisions and appropriate outcomes.

5	Compliance - Adhere to Guide Dogs' Risk Management Policy in order to effectively identify, manage and monitor significant risk within the area including business continuity. Ensure policies and procedures regarding the health, safety and wellbeing of people are fully complied with and integrated into day to day operations. Promote and work at all times within Guide Dogs' policies and codes of conduct for Safeguarding Children and Vulnerable Adults, Diversity and Data Protection.
6	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
7	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

People Manager

1. Conducts themselves in a manner appropriate to a management role

2. Communicates effectively in different situations and at different levels
3. Manages individual and team performance to deliver results
4. Creates a team environment which promotes wellbeing and maximises personal effectiveness
5. Makes a contribution outside of their immediate team
6. Understands and applies policies and procedures appropriately

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Required to be innovative and to introduce and implement new ideas and new working practices. Flexibility is required in adapting existing procedures to meet current need. Excellent communication skills. Self disciplined.	A minimum of 6 months in post would be required to become fully proficient in the role
Previous relevant experience	Experience of supervising a small to medium size team demonstrating successful delivery of an outcome	N/A
Knowledge	Essential to have knowledge of: Dog Care and veterinary practices, Kennel Management, Instructional techniques/ staff training, Supervisory/staff management. Proven credibility to work with veterinary professionals	N/A

Qualifications / Training	<p>2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences. Guide Dog Trainer or GDMI qualification, Dog Care & Welfare level 2, or DipHE in Rehabilitation Studies. Access to an appropriate certificated Higher Education Course, NVQ Level 3 in an area of biological or social sciences. 4 'A/S' Levels, one of which must be in an area of biological or social sciences. Mature students working in animal management/ behaviour or social care industries and without evidence of the above qualifications, will be required to demonstrate an ability to study at FdSc level, meet the competencies required for the role and pass the assessment process.</p> <p>Guide Dog's 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).</p>	N/A
Special requirements (such as travel)	Requirement to work unsocial hours including evenings, weekends and Bank Holidays	N/A

/overnight stays)		
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

GRADE OF POST: 4

DATE OF EVALUATION: 20th June 2011

Job Description: Rehoming Officer

Vacancy Rehoming Officer
Salary GBP £21,568 to £22,838 per annum
Job Type Grade 3
Category Permanent- Full Time
Closing Date 08/12/2019
Date Posted 02/12/2019
Reference 0000035289
Location Office Based (Home Start)
Region National

General Information

Job Title:
Rehoming Officer

Team:
Mobility Team

Department:
Mobility Services

Directorate:
Mobility Services

Job Location:
Mobility Team area/ Guide Dog Training School

Reports To:
Dog Care & Welfare Manager

Number of Direct Reports:

None

Number of Volunteer Reports:

Up to 10

Budgetary Responsibility in Pounds:

None

Financial Targets:

None

Matrix Reporting Lines To:

None

Level of Disclosure Check Required and Related Workforce:

Enhanced – Children and Adult Workforce

Atlantic Data Job Title:

Support Officer for Blind Pple

Overall Purpose

To place dogs that are withdrawn from the programme or retired into suitable homes by ensuring a constant supply of appropriate homes and assessing and identifying suitable dogs to be placed in alternative career homes both within Guide Dogs and externally.

Key Accountabilities of the Role

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

8	To recruit and provide appropriate training and support for volunteers and manage a small boarding scheme for the housing of dogs whilst awaiting rehoming.
9	Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

All employees will be expected to comply with Guide Dogs' terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

Values and Behaviours

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

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

Competencies

Staff Members

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

6. Takes responsibility for their own performance and development

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Proven interpersonal skills in order to communicate effectively with a broad range of internal and external contacts. Able to demonstrate aptitude for dog handling/training.	Ability to train others.
Previous relevant experience	Practical experience working with dogs within either dog care or training environment.	Experience in working with the blind and partially sighted. Work experience within the animal rehoming sector. Previous experience in the areas of animal welfare or behaviour. Previous experience in a teaching or mentoring role.
Knowledge	Understanding of dog psychology and behaviour modification.	N/A
Qualifications / Training	Candidates need to demonstrate one of the following: 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking	Accredited learning in the areas of animal welfare or behaviour.

	Supervisor or DipHE in Rehabilitation Studies, Appr	
Special requirements (such as travel /overnight stays)	Extensive travel throughout area.	N/A
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.	

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

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

GRADE OF POST: 3

DATE OF EVALUATION: May 2011

Job Description: HR Business Partner

Vacancy HR Business Partner
Salary GBP £44,365 to £46,973 per annum
Job Type Grade 6
Category Permanent- Full Time
Closing Date 11/12/2019
Date Posted 04/12/2019
Reference 0000035344
Location National Breeding Centre
Region West Midlands

General Information

Job Title:
HR Business Partner
Team:
Human Resources
Department:
People Services
Directorate:
People and Business Services
Job Location:
Central Office/NBC
Reports To:
Head of People Services Delivery
Number of Direct Reports:

0

Number of Volunteer Reports:

None

Budgetary Responsibility in Pounds :

None

Financial Targets:

None

Matrix Reporting Lines To:

Directors

Level of Disclosure Check Required and Related Workforce:

None

Overall Purpose

As a member of the business leadership team, act as a strategic partner to define and deliver the people elements of the business plan. Provide insights, challenge and expertise to drive decision making and lead on interventions to enhance the effectiveness of the Directorates.

To, support and build leadership and management capability within the Directorates through the provision of advice, coaching and positive challenge. To operate as a full member of the Directorate teams to which they are assigned

Key Accountabilities of the Role

	Key Accountability
1	Provide a high level of proactive, creative and innovative strategic support and guidance to directorates

2	Working with the business to identify areas for change, helping to define business rationale and providing advice and support through the change process
3	Analyse data to identify trends, offer solutions and support the business in decision making
4	Build leadership and management capability through the provision of quality advice, coaching and positive challenge
5	Work with the HR team to offer advice on complex employee relation issues
6	Contribute to the effective utilisation of people resources by taking a lead role in workforce planning, promoting diversity, talent management and succession planning in line with the overall people strategy.
7	Maintain an overview of all resourcing activity within the Directorates; work with the resourcing team to ensure line managers are aware of appropriate procedures.
8	Advise on grading and compensation and work with the reward team to ensure that employees are compensated fairly
9	Support Directors and senior managers with the identification and prioritisation of key training and development needs, liaising closely with the Learning & Development team to ensure that appropriate interventions are developed and provided
10	Deliver or contribute to programmes and projects within the organisation leading on the people aspects
11	Partner and align with Volunteering, Learning & Development, Health & Safety and Safeguarding

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.

Open
 Passionate
 Innovative

Competencies

Senior Manager

1. Turns the strategy into action and ensures Guide Dogs moves forward
2. Manages Guide Dogs' resources in an efficient and considered way
3. Delivers projects and programmes which achieve the required results
4. Ensures that core activities run effectively and produce good quality outcomes
5. Enables others to perform and maximise their potential
6. Conducts themselves in an appropriate, professional manner at all times

Person Specification

Factor	Essential	Desirable
Values and behaviours	See Values and Behaviours section above.	
Job specific skills	Able to build highly effective and collaborative working relationships with senior line managers. Persuasive and credible influencing skills. Strong customer focus. An ability to think strategically and understand the broader organisational issues. Diagnostic and advisory skills: the ability to analyse a problem/situation, think creatively and advise on a range of options. Able to inform local decision-making against the broader	Mediation / conflict resolution skills. Formal coaching skills

	<p>organisational context. Excellent communication and team-working skills. Able to coach Director/senior line managers in order to develop their management capability. Able to present and interpret people data. Project management skills. Able to work at pace. Tenacity and resilience</p>	
Previous relevant experience	<p>Proven experience across more than one HR areas of specialism, such as Training & Development, Organisation Development, Employee Relations, Compensation & Benefits, Recruitment. Considerable experience of working in an HR environment with exposure to most main generalist areas. Facilitation skills. Significant generalist HR experience. Demonstrable experience of aligning HR strategies and interventions with overall organisational strategy. Experience of leading, co-ordinating and implementing significant organisational change. Employee relations experience, including consultation.</p>	N/A
Knowledge	<p>A professional with a wide breadth of HR and development knowledge including change management/OD, resourcing, talent</p>	N/A

	management, employee relations, and performance management. Thorough and up-to-date knowledge of employment legislation and potential future developments.	
Qualifications / Training	Preferably CIPD qualified (or equivalent experience). Degree level education or equivalent preferred, minimum A level standard general education. GCSE standard Maths and English	MA/MSc in HR related discipline Management qualifications. Level A and B BPS. Coaching skills. Training qualification. Accredited as panel member for Hay job evaluation
Special requirements (such as travel /overnight stays)		
Dog friendly	Comfortable with dogs in the workplace/ office.	
Eligibility to work in UK	Proof of identity and eligibility to work in the UK	
Volunteering	Guide Dogs is a volunteer led organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct management of volunteers but will require all staff to play a supporting role.	From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours.
Safeguarding	Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and	

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

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GRADE OF POST: 6

DATE OF EVALUATION:

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