



INTERNAL JOB VACANCIES

8th January 2021

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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	
Qualified Habilitation Specialist	Bristol	10/01/2021	External
Procurement Business Partner - Fundraising and Marketing	Home Based (Nominated Office)	08/01/2021	External
Qualified Habilitation Specialist	Bristol	10/01/2021	External
Operations Support Coordinator	Reading	10/1/2021	Internal
Technology Business Partner	Central Office	8/1/2021	Internal
Compliance Assurance Specialist	Various Locations	08/01/2021	External
Head of Service - Wales	Cardiff	10/01/2021	External
Project Coordinator - Project One	Home Based	10/01/2021	External
Regional Marketing and Communications Manager	North East	10/1/2021	External
Volunteering Coordinator	Bristol	10/1/2021	External
Research Assistant	National Breeding Centre	10/1/2021	External
Dog Wellbeing Technician	Leamington	10/1/2021	Internal
Dog Wellbeing Technician	Cardiff	10/1/2021	External
Volunteering Coordinator	Liverpool	10/1/2021	External
Guide Dogs Information Line Supervisor	National	10/1/2021	Internal
Guide Dogs Information Line Advisor	National	10/1/2021	Internal

Guide Dogs Information Line Advisor	National	10/1/2021	Internal
Qualified Habilitation Specialist	Reading	10/01/2021	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: Operations Support Coordinator

Vacancy	Operations Support Coordinator
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	10/1/2021
Date Posted	10/12/2020
Reference	0000037769
Location	Reading
Region	England

Job Profile

Job Title: Operations Support Coordinator

Directorate: Operations

Reports To: Operations Support Supervisor/Operations Support Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 10/09/2019

Overall Role Purpose

The Operations Support Coordinator helps people with sight loss to live the life they choose by delivering a professional and pleasant work environment within our regional centres or community teams. Ensuring that anyone engaging with the local office whether in person or through virtual means will experience high standards of customer service, people-centred service and efficient professional and administrative support.

Key Responsibilities

- Deals with routine correspondence and calls ensuring all enquiries are proficiently handled and appropriately referred to the relevant internal specialists in line with quality standards.

- Maintains paper and computer-based inputting and customer or volunteer records in line with process standards and General Data Protection Regulations.
- Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to):
 - Incoming and out-going post.
 - Site & staff Health and Safety.
 - Raising purchase orders & expense requisitions.
 - General communications to be sent to mass groups externally e.g. mail shots and invitations to regional/ community level events.
 - Production and distribution of support materials to stakeholders (service users, branches, volunteers etc.).
 - Stock maintenance for office materials / site provisions / dog health provisions (as requested).
 - Provides a welcoming reception to visitors, greeting and assisting visitors, supporting with the set up for meetings on site (except where Reception Coordinators located) as necessary. Always maintains a tidy and professional office environment including desk conditions, visual display boards, storage, and space management.
 - Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
 - Assists in the planning of in-house or off-site activities, like events, celebrations, meetings, conferences.
 - Any other administrative or support duties as needed to enable the smooth running of the office and the team it supports.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports:

Number of Volunteers Supervised: As required to support the administration function

Financial Accountability

Annual Income Accountability: None

Assets Managed:

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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

Working at Guide Dogs

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

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

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

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

Person Specification

Education/Qualifications

Essential

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent)
- Excellent verbal, written, and reading skills required for communications. Good level of mathematics required for financial data processing.

Job-Related Experience

Essential

- Experience in a customer service role, and/or office/administration role.
- Completing basic H&S risk assessments.
- Experienced in the use of CRM systems.

Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

Knowledge

Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Basic understanding of Health and Safety legislation.
- Clear understanding and experience of safeguarding.

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Highly motivated towards a delivering a person-centred service.
- Evidence of dealing with confidential issues sensitively and with total integrity. Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to work effectively and flexibly under pressure.
- Good interpersonal skills.
- Professional Telephone manner.
- Self-motivated.
- Effective time management skills:
 1. Supports their team and colleagues.
 2. Works well with others across Guide Dogs.
 3. Is committed to quality and service.
 4. Understands how Guide Dogs operates and follows agreed procedures.
 5. Delivers their objectives and core activities as required.
 6. Takes responsibility for their own performance and development.

Behaviours

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

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

So, we: -

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

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

Safeguarding

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

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

Mobility

Occasional travel to other sites.

Job Description: Technology Business Partner

Vacancy Technology Business Partner
Salary GBP £47,000 - £54,000 per annum
Job Type Lead Professional
Category Permanent- Full Time
Closing Date 08/01/2021
Date Posted 14/12/2020
Reference 0000037779
Location Central Office
Region South East

Job Profile

Job Title: Technology Business Partner

Directorate: Business & Finance Services

Reports To: Head of User Experience and Planning

Matrix Reporting To: Head of Digital

Disclosure Check Level: None

Date created/last reviewed: 28/02/2019

Overall Role Purpose

The Technology Business Partner helps people with sight loss to live the life they choose by actively influencing and challenging teams on the adoption of technology as part of the digital transformation of the organisation, ensuring that with the adoption of technology we gain real value from existing and future investments is used in supporting employees, volunteers and service users.

Key Responsibilities

- Through the application of technology, you will influence strategic change to drive optimal long-term performance and delivery of all strategic objectives across Guide Dogs.

- Partner with Directorate leadership and management teams being the point of expertise for all technology areas, offering advice, support and insight.
- Build and maintain influential, inclusive and collaborative relationships with the Director and Senior Management team of the area that you are the partner to, acting as an internal technology (encompassing IS and Digital) business consultant to enable them to deliver their strategic plans and objectives.
- To be accountable for ensuring that your part of the organisation understands relevant technology policies, services and best practice.
- Be part of an effective Technology team that delivers services that help the organisation achieve its strategic objectives. This includes driving the transparent production of a technology plan and Digital Marketing plans that enable early engagement with other specialist areas as required
- Be accountable for ensuring that the area you support understands the technology strategy and roadmap and is prepared to support all changes. Ensure all requirements are fully understood, documented and fed into the Technology plan and on the roadmap for changes.
- Accountable for communicating and delivering workshops on how current and future technology can support your area's strategic plan and be prepared to challenge with new ideas and technologies that could deliver positive change.
- Encourage and assist the Technology Team analysing and improving performance and capability through the interpretation of business KPIs, management data, internal and external benchmarking information and external best practice.
- Lead the delivery of smaller projects, improvement initiatives and prototypes ensuring opportunities are taken forward and delivered to agreed timescales, quality standards, and that all risks are addressed.
- Contribute to the Organisation's Technology strategy and policy formulation and support its implementation in their portfolio, working closely with senior IS and Digital colleagues and functional specialists.
- Contribute to your area's Strategic Programme by providing input on Technology and challenging thinking around the adoption of technology solutions and Digital Marketing approaches.

- Manage and coach your area on how Agile techniques will be used for development of solutions and the content of individual sprints. Coach junior colleagues in IS as necessary.
- Act as an effective escalation point for all issues connected with Technology Services and work with colleagues in the Technology Team to ensure they are resolved.
- Deputise for the Head of User Experience and Planning as requested.
- Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Organisation.
- 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 matrix reports variable depending on projects and initiatives being supported.

Number of Indirect Reports: Dependent on active projects.

Number of Volunteers Supervised: Dependent on projects and workload

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Responsibility for project budgets and will have significant influence over the operational and project budget for IS and Digital.

Application of this Job Profile

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

All employees must also:

- Comply with all organisational policies

- Promote the vision and values of the organisation
- Engage in continuous personal development

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Guide Dogs 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

- Qualified or experienced Technology Professional with significant experience
- Degree in Computer Science, Data Analytics or related area.
- Qualification in Project Management, Business Analysis or Process Improvement.
- Degree/Post Graduate qualifications in Digital

Job-Related Experience

Essential

- Experience of working in various environments
- Experience and understanding of the impact of change.
- Experience of influencing the business to understand and adopt technology
- Demonstrated the ability to build and establish a credible business partnership with all areas of the organisation.
- Experience of delivering Technology projects, working across the spectrum of IS and Digital disciplines

Knowledge

Essential

- A detailed understanding of current and evolving technologies and how they can be applied in our environment.
- A good understanding and experience of Business Analysis and process mapping techniques.
- A detailed understanding of Program and Project management methodologies (Agile and Waterfall).
- A detailed understanding of the Digital landscape and across the range of Digital disciplines
- Experience in formulating and implementing strategy.
- A sound understanding of tools and techniques to influence partners across all levels of the organisation, and flexibility to apply these in different circumstances

Skills and Competencies

Essential

- Matrix management within a technical discipline in a large organisation
- Broad and up to date knowledge of Digital Marketing strategy and delivery
- Commercial/business acumen
- Able to build highly effective and collaborative working relationships with Directors and senior managers
- Persuasive and credible influencing skills
- Strong customer service focus and flexibility
- An ability to think strategically and understand the broader organisational issues
- Diagnostic and advisory skills - the ability to take on new concepts, analyse a complex problem/situation, think creatively and advise on a range of options
- Excellent communication and team-working skills
- Able to coach Directors and senior managers on the use and application of technology.
- Able to present, analyse and interpret business challenges so that effective technology solutions can be proposed.
 - Project management skills
 - Tenacity and resilience
 - Detailed understanding of new and existing technologies that support our strategy.
- Business analysis, process improvement and user experience skills.
- Excellent writing and presentation skills
- Can demonstrate the ability to turn the strategy into action and to ensure the organisation moves forward
- Manages resources in an efficient and considered way
- Delivers projects and programmes which achieve the required results
- Ensures that core activities run effectively and produce good quality outcomes
- Enables others to perform and maximise their potential
- Conducts themselves in an appropriate, professional manner

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: Dog Wellbeing Technician

Vacancy	Dog Wellbeing Technician
Salary	GBP £21,568 to £22,838 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	10/01/2021
Date Posted	21/12/2020
Reference	0000037797
Location	Leamington
Region	England

Job Profile

Job Title: Dog Wellbeing Technician
Directorate: Operations
Reports To: Dog Wellbeing Specialist
Matrix Reporting To: None
Disclosure Check Level: Basic
Date created/last reviewed: 26/8/20

Overall Role Purpose

The Dog Wellbeing Technician helps people with sight loss to live the life they choose by being responsible for ensuring the mental and physical welfare and specialist care of dogs. This is achieved through carrying out husbandry duties in order to provide for the wellbeing of dogs whilst accommodated at a Guide Dogs site.

Key Responsibilities

- Responsible for managing the care of a group of dogs in a dog accommodation area, ensuring their routine husbandry needs are met. Working in line with national Dog Wellbeing practices and procedures. This will include the provision of specialist health care, such as convalescing stock, puppies and infectious cases.

- Monitor the mental & physical wellbeing of dogs, taking steps to ensure that their wellbeing is maximised.
- Identifying health concerns, making appropriate decisions and escalating in a timely manner. Resolving non-routine issues escalated from volunteers or other staff.
- Responsible for leading on the development and maintenance of behavioural responses in conjunction with the dog's trainer, using appropriate dog handling techniques.
- To coach and mentor colleagues and volunteers, delivering expert knowledge in dog health and wellbeing training programmes.
- Communicates technical and non-technical information with internal and external colleagues, clients and volunteers. May be required to interpret or clarify technical information to aid understanding.
- Maintain accurate and up to date records regarding health histories and the behaviour of dogs. Interpreting health data and identifying concerns/trends within their dog population.
- Supervise volunteers who are undertaking dog related roles, providing technical input to support their performance and development and resolves day to day issues which may arise, escalating where appropriate.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: up to 20

Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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

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

Person Specification

Education/Qualifications

Essential

- 2 'A' Levels or equivalent, one of which must be in an area of biological or social sciences, or equivalent qualifications or relevant experience.

Desirable

- Dog-related qualification

Job-Related Experience

Essential

- Proven experience working with dogs within a professional environment.
- Experience of coaching and mentoring.
- Experience of supporting a service.

Desirable

- Working with volunteers.

Knowledge

Essential

- The core principles of animal care and behaviour.
- Computer literate, with proficient knowledge of Microsoft Office and experience with using databases

Skills and Competencies

Essential

- Time management to ensure tasks are completed on time
- Effective communication skills.
- Independent and able to make decisions/direct others based on own knowledge and experience.
- Ability to problem solve and be resourceful, in non-routine situations.
- Demonstrate experience of ability to coach/train others.
- Able to undertake the demands of the role – walking, cleaning, bending, reaching, carrying bags of dog food etc.

Behaviours

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- Appropriate motivation to work with vulnerable groups;
- Emotional awareness;
- Working within professional boundaries and self-awareness; and

- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

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

Able to work unsocial hours including early mornings, evenings, weekends and bank holidays. Current driving licence.

Specifically, at National Breeding Centre, this role involves overnight duty.

Job Description: Guide Dogs Information Line Supervisor

Vacancy	Guide Dogs Information Line Supervisor
Salary	GBP £27,472 to £29,091 per annum
Job Type	Team Leader
Category	Permanent- Full Time
Closing Date	10/01/2021
Date Posted	04/01/2021
Reference	0000037578
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Supervisor

Directorate: Operations

Reports To: Guide Dogs Information Line Manager

Matrix Reporting To: N/A

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

Overall Role Purpose

The Guide Dogs Information Line Supervisor helps people with sight loss to live the life they choose by providing day to day supervision of the Guide Dogs Information Line Advisors within a given specialism; dog wellbeing, children and young people or adults. The supervisor also supports person-centred operational delivery of the line by providing virtual information, advice and guidance via telephone, email and web enquiry forms. They ensure that operational delivery is successful through the administration of rotas.

Key Responsibilities

- Provide effective line management, guidance, training and development to empower the Guide Dogs Information Line Advisors, creating a knowledgeable and efficient team.

- Support the Guide Dog Information Line Manager with administrative or support duties as needed to enable the smooth running of the team.
- Advise the Guide Dog Information Line Manager of any issues that affect the ability to follow a process or procedure, as well as passing on constructive feedback which could lead to potential improvements in the frequently asked questions (FAQ) database.
- Deal with routine calls, emails and web enquires, ensuring they are proficiently handled and referred to the relevant internal specialists where appropriate.
- Ensures callers are responded to in a professional manner and information provided is accurate. This involves a rounded knowledge of Guide Dogs services, information, advice and guidance across children and adults' services and dog wellbeing.
- Be a subject specialist in at least one of the following areas, handling calls referred by other members of the team: Children & Young People's Services, Adult Services, Dog Wellbeing.
- Use initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Ensures caller information is promptly and accurately entered and updated onto the GDIR database.
- Work with the Guide Dog Information Line team to proactively share knowledge and review frequently asked questions (FAQs), ensuring growth as a group.
- Deal with first level of complaints management in a calm, professional manner.
- Monitor team resources regularly to ensure Service Level Agreements are met.
- Continually improve knowledge and actively participate in continuous professional development (CPD), both of general services, information, advice and guidance and within their specialist area.

Breadth/Scope of Accountability

People Accountability

Number of Direct Reports: Up to 10

Number of Indirect Reports: None

Number of Volunteers Supervised: None

Financial Accountability

Annual Income Accountability: None

Assets Managed: None
Budget Accountability: None

Application of this Job Profile

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

All employees must also:

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- Promote the vision and values of the organisation
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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

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent).

Desirable

- Project Management qualification.
- Management qualification.

Job-Related Experience

Essential

- Extensive experience in a supervisory role.
- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

Knowledge

Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Clear understanding and experience of safeguarding.

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Supervision of others – in either a coaching or developing capacity.
- Highly motivated towards delivering a person-centred service.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- Evidence of dealing with confidential issues sensitively and with total integrity.
- Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
- Able to work effectively to achieve agreed Service Level Agreements.
- Accurate data entry skills.
- Able to work effectively and flexibly under pressure.
- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Self-motivated.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.

Desirable

- Line management skills
- Project management 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

Occasional travel to other guide dog locations within region. Many of our offices will open at 7.30 and close at 6pm – this role may need to accommodate working hours on a shift basis to facilitate opening and closing times.

Job description: Guide Dogs Information Line Advisor

Vacancy	Guide Dogs Information Line Advisor
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Secondment- Full Time
Closing Date	10/01/2021
Date Posted	04/01/2021
Reference	0000037801
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Advisor

Directorate: Operations

Reports To: Guide Dogs Information Line Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

Overall Role Purpose

A Guide Dogs Information Line Advisor helps people with sight loss to live the life they choose by delivering virtual information, advice and guidance via the Guide Dogs Information line, using a person-centred approach. This includes being a telephone, email and web enquiry operator and delivering the key administrative functions of the Guide Dogs Information Line. The advisor ensures operational delivery of the line is successful and accessible for those that need to access it and is a specialist in either dog wellbeing, children and young people or adults.

Key Responsibilities

- Deals with calls, emails and web enquires, ensuring they are proficiently handled and referred to the relevant internal specialists where appropriate.
- Ensures callers are responded to in a professional manner and information provided is accurate. This involves using extensive knowledge of Guide Dogs services, information, advice and guidance, as well as utilising own initiative to answer queries.
- Uses initiative and emotional intelligence to adapt style and content of the interaction as appropriate to effectively build relationships.
- Demonstrates a rounded knowledge of all Guide Dogs services, information, advice and guidance and is a specialist in dog wellbeing, children and young people, or adults.
- Continually improves knowledge and actively participates in continuous professional development (CPD), both of general services, information, advice and guidance and within their specialist area.
- Ensures caller information is promptly and accurately entered and updated onto the Guide Dogs database.
- Works together with the Guide Dog Information Line team to proactively share knowledge and review frequently asked questions (FAQs), ensuring growth as a group.
- Advises the Supervisor of any issues that affect the ability to follow a process or procedure as well as passing on constructive feedback which could lead to improvements in the FAQ database.
- Complaints are recorded and escalated in line with Guide Dogs processes, always maintaining professionalism and diplomacy.

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

- Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent).

Job-Related Experience

Essential

- Proven experience in administration within a Customer Service environment.
- Demonstrable experience of using a Customer Relation Management (CRM) system to record customer activity.

Desirable

- Lived experience of vision impairment (either self or direct family member).
- Experience of dealing with complex queries and/or complaints.

Knowledge

Essential

- A comprehensive knowledge of GDPR regulations.
- Computer literate with good skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
- Clear understanding and experience of safeguarding.

Desirable

- Knowledge of Salesforce or CARE database.

Skills and Competencies

Essential

- Highly motivated towards a delivering a person-centred service.
- Demonstrable evidence of willingness and ability to deliver the highest standards of customer care.
- Evidence of dealing with confidential issues sensitively and with total integrity.

- Positive, team player, who is a self-starter and uses initiative to complete tasks.
- Able to handle difficult conversations in a calm and non-judgemental way.
- Able to multi-task and prioritise own workload.
- A willingness to work as part of a team to achieve results.
- Excellent written communication skills with attention to detail, copy checking skills.
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- Strong communication and interpersonal skills.
- Confident telephone manner showing patience, empathy and listening skills.
- Self-motivated.
- Attention to detail and problem-solving skills.
- Effective time management 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.
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So, we: -

- **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
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- Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

Mobility

Occasional travel to other sites.

Job Description: Guide Dogs Information Line Advisor

Vacancy	Guide Dogs Information Line Advisor
Salary	GBP £17,879 to £18,931 per annum
Job Type	Support Provider
Category	Permanent- Full Time
Closing Date	10/01/2021
Date Posted	04/01/2021
Reference	0000037802
Location	National
Region	United Kingdom

Job Profile

Job Title: Guide Dogs Information Line Advisor

Directorate: Operations

Reports To: Guide Dogs Information Line Supervisor

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 20/08/2020

Overall Role Purpose

A Guide Dogs Information Line Advisor helps people with sight loss to live the life they choose by delivering virtual information, advice and guidance via the Guide Dogs Information line, using a person-centred approach. This includes being a telephone, email and web enquiry operator and delivering the key administrative functions of the Guide Dogs Information Line. The advisor ensures operational delivery of the line is successful and accessible for those that need to access it and is a specialist in either dog wellbeing, children and young people or adults.

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Mobility

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** End of document