



# Working for Guide Dogs

## Why choose to work for Guide Dogs?

If you want to work for an organisation that truly makes a difference to the lives of blind and partially sighted people, then we may have an opportunity for you. Our staff are motivated by the fact that all the roles in our organisation go some way towards supporting our service users to get around safely and independently.

We offer many varied careers and as one of the UK's leading charities, the experience and reward you will gain will be second to none. In order to fulfill our vision, purpose and values we look for people from all backgrounds, with a variety of skills and abilities.

Guide Dogs' employs more than 1,000 staff across the United Kingdom. Many of our staff are involved in delivering services directly to service users and are based in our 20 Mobility Teams around the UK. Our Central office is located near Reading. We also have staff working at four Dog Training Schools, a Workshop and our National Breeding Centre.

## Guide Dogs Purpose

We will deliver a world class guide dog service as part of a range of mobility services, and work to break down barriers to ensure blind and partially sighted people can get out and about on their own terms.

## Areas of work

We employ a wide range of technical public-facing roles such as Mobility Instructors and Trainers and without them we would not be able to deliver our range of services. However there are also a lot of roles that help fund, support and enhance Guide Dogs' ability to provide its services to its service users.

## Mobility Services

The Mobility Services Directorate is at the heart of our work, producing world-class dogs to bring freedom and independence to blind and partially sighted people. We are rightly proud of both the great work we do, and of the incredible work carried out by the dogs we breed, train and partner.

Mobility Services is responsible for the supply and delivery of the guide dog partnerships nationally; the welfare of clients and dogs in the guide dog service; the supply of rehabilitation services via contract partners to blind and partially-sighted people and the development of new services to the blind and partially-sighted community.



## Fundraising and Income Generation

Guide Dogs Fundraising Directorate's mission is to raise sufficient funds to ensure that we can continue to provide services to anyone who could benefit from them, both now and in the future. Our vision is that no blind or partially sighted person should be denied access to Guide Dogs' services due to lack of funds.

The Fundraising Directorate is therefore fundamental to the ongoing success of Guide Dogs by ensuring that sufficient net income is available to support the guide dog service. We could not operate without the generous donations we receive from our supporters through a mix of fundraising initiatives; whether it's our Sponsor a Puppy scheme, Name a Puppy, Raffle and Lucky Lottery, Recycling, Fundraising Events, Challenge Sports Events, Legacy, Trusts and Foundations, Corporate Fundraising and Cash Asks - the list is endless!

## People and Business Services

Our People and Business Services Directorate covers a wide umbrella of services including HR Services, Employee Development, Safeguarding, Diversity and Volunteering.

HR is responsible for all of Guide Dogs staffing and volunteering issues. It is constantly striving to make Guide Dogs a great place to work for our staff, and the number one charity to volunteer for. Currently we benefit from the contribution of over 10,000 volunteers and we have ambitions to grow this number further.

## Finance, Planning and Performance

Our Finance, Planning and Performance Directorate contains the Finance, Information Systems, Procurement and Property departments. They make sure Guide Dogs conforms to all necessary financial practices and regulations, that we get the best deals on all our major purchases and that we effectively manage our property portfolio. The Information Systems (IS) department supports and develops our technology needs and works swiftly to rectify any issues or problems as they occur. It also works with other departments on a variety of projects to enable us to deliver quality services.

- **Planning & Performance Improvement**

The team work in an effective and efficient manner that ensures all resources are maximised to the benefit of blind and partially sighted people. Staff and volunteers are supported through the provision of business management services and processes that ensure we can provide services to anyone who could benefit from them, now and in the future.

Functions of the Planning and Performance Improvement team focus on Corporate Planning, Project Management Support, Performance Management, Quality Assurance, Risk Management, Complaints Resolution, Client Representation, Research (Ophthalmic, Canine, Mobility) Coordination, Health & Safety and Internal Audit.



## Marketing

Guide Dogs' Marketing Directorate is responsible for managing our reputation and our relations with the world at large. We split the Marketing directorate into 3 departments:

### 1. **Public Policy & Campaigns**

We lead the charity sector on mobility, access and transport issues. Through Public Policy and Campaigns we look at the needs and experiences of blind and partially sighted people, and campaign for equal access to transport, buildings, goods and services. We are also working to improve the life quality and prospects of blind and partially sighted people through a radical change to rehabilitation services.

### 2. **Marketing & Communications**

Our Marketing and Communications team works to safeguard the Guide Dogs' brand, and aims to help the organisation achieve its aims and objectives by serving the needs of all other departments. The Marketing team is responsible for strategic marketing, market intelligence, brand, photography, audio visual, corporate events and graphic design. The PR team is responsible for media relations, internal communications, publications and reputation/issues management. The Digital Media team is responsible for all digital communications including this website, our staff intranet and volunteer and trustee extranets, as well as our social media pages.

### 3. **Research & Development**

Guide Dogs has been funding scientific research into human eye conditions and guide dog health since 1990. Our aim is to continue to support ophthalmic and canine research, but also to introduce a further area for research - service and technology development.

## Office of the CEO

The Office of the Chief Executive covers the Secretariat, comprising the Chief Executive, the Association Secretary, the Legal Advisors and the supporting admin team.

Based at the head office near Reading, the Secretariat team is responsible for all the arrangements for meetings of Council, the AGM and of Corporate Team ? setting dates, booking facilities and preparing and circulating agendas and papers. It also handles any other matters that enable the governance of the Association to run smoothly, including administrative support for the Chief Executive and the Chairman.

## Technical staff

Here at Guide Dogs we have four Dog Training Schools, a Breeding Centre, and Mobility Teams located across the country, where all of our technical staff are employed.



Our Technical staff fall into the following main categories: Dog Care Staff; Puppy Training Supervisors; Guide Dog Trainers; Guide Dog Mobility Instructors; Mobility Instructors and Breeding Stock Supervisors. This pack contains an outline of the day to day duties, qualifications and salary expectations for these roles.

## Dog Care Staff

### About the job

Work usually starts at 7.30am. The day is spent feeding, grooming, carrying out hygiene routines, monitoring the health of dogs, handling and assisting in the education of dogs/puppies. Other duties include the care of sick or post-operative dogs and ensuring the provision of an excellent standard of care and welfare provision.

Evenings, weekends and bank holidays are worked on a rota basis. The Dog Care Teams consist of Dog Care Technicians and Dog Care Assistants. Technicians undertake an internal training programme and Assistants receive full on the job training.

## Dog Care Technician Training Programme

We offer an 11 month training programme at our Guide Dog Training Schools & 13 month programme at the National Breeding Centre. The dog care and welfare training programme covers all aspects of dog care and welfare, including health and veterinary care, general welfare, environmental enrichment, dog handling and obedience.

### Entry qualifications:

Candidates applying for the Dog Care Technician role need to be able to demonstrate one of the following qualifications:

1. 2 'A' levels or equivalent one of which must be in an area of biological or social sciences
2. C&G Guide Dog Trainer, Dog Care & Welfare or DipHE in Rehabilitation Studies
3. Appropriate Access to Higher Education Course 'Certificate of Achievement'
4. NVQ Level 3 in an area of biological or social sciences
5. 4 A/S levels one of which must be in an area of biological or social sciences

Applicants 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.

Candidates applying for the Dog Care Assistant role are required to demonstrate they have 5 GCSE's grade A to C (or equivalent).

### Skills and experience

Ability to demonstrate you can work effectively within a team, and also on your own initiative.

Ability to communicate effectively and to be flexible, proactive and creative in your approach to problem solving.

Ability to organise your own work priorities and carry out all of the practical duties involved within the role.

### **Where the roles are based**

The Dog Care Teams are based at our 4 Guide Dog Training Schools in Forfar, Atherton, Leamington and London, and also at our Guide Dog National Breeding Centre near Leamington Spa.



## **Puppy Training Supervisors**

### **About the job**

The Puppy Training Supervisor (PTS) manages a geographical area called a scheme. They place 6 week old puppies into volunteer homes and are responsible for the appropriate and education of the puppies. This is done through the supervision of the volunteer Puppy Walkers who care for and prepare our young dogs for their future role as a guide dog. Duties include the recruitment, training, support and line management of approximately 50 volunteers and ensuring the required number of volunteers are in place to take the allocation of six week old puppies from the breeding centre. They also include supplying the agreed number of young dogs at the required standard for the commencement of their guide dog training. The role requires excellent people, teaching and problem solving skills.

### **Training Programme**

For trainee Puppy Training Supervisors we offer an 18 month training programme to cover topics such as puppy education, training and development, volunteer management and recruitment and dog care. The training includes a period of time working on scheme with supervision to fully develop the required skills.

### **Entry qualifications**

The minimal level of qualification/experience prior to appointment including;

1. Candidates need to be able to demonstrate one of the following qualifications:
2. 2 'A' levels or equivalent one of which must be in an area of biological or social sciences
3. C&G Guide Dog Trainer, Dog Care & Welfare or DipHE in Rehabilitation Studies
4. Appropriate Access to Higher Education Course 'Certificate of Achievement'
5. NVQ level 3 in an area of biological or social sciences
6. 4 A/S levels one of which must be in an area of biological or social sciences

Applicants 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.

A full UK valid driving license, or be able to demonstrate how the role can be carried out without this.

### **Skills and experience**

Skills and experience required or demonstrating clear potential to be developed as part of the training programme;



- Teaching, training, coaching, mentoring and supervisory skills as required for one to one and group work
- Planning and organising self and others
- Information gathering and problem solving
- Highly-developed verbal and effective written skills.
- Dog behaviour, handling and training as well as an understanding of dog law.
- Basic PC skills (email; Word; Excel; file management)

### **Where the roles are based**

The Puppy Training Supervisor could be based out of one of our 4 Dog Training Schools in London, Leamington, Atherton or Forfar or home based depending on the location of the scheme.

## **Guide Dog Trainer**

### **About the job**

After puppy walking, dogs are returned to the Dog Training School and the Guide Dog Trainer (GDT) begins by helping the dog to adjust to the routine of training. Simple walks are given to assess the dog's abilities, and then the proper training begins. Trainers may walk many miles each day preparing the dogs for their future work. When the dog is ready, the Guide Dog Trainer passes it on to an Instructor for its advanced training and matching with a visually-impaired client. Some evening duties are necessary.

### **Training Programme**

We offer a 15 month training programme in guide dog training which is designed to equip staff with the knowledge and skills to train our dogs to the high standard that is required to be a working Guide Dog.

### **Entry qualifications**

Candidates need to be able to demonstrate one of the following qualifications:

1. 2 'A' levels or equivalent, one of which must be in an area of biological or social sciences
2. C&G Guide Dog Trainer, Dog Care & Welfare, Puppy Walking Supervisor or DipHE in Rehabilitation Studies
3. Appropriate Access to Higher Education Course 'Certificate of Achievement'
4. NVQ Level 3 in an area of biological or social sciences
5. 4 A/S levels one of which must be in an area of biological or social sciences

Applicants 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.



You must hold a full UK driving license, or be able to demonstrate how you will fulfill the role without this.

### **Skills and experience**

- Must have good planning and organisational skills, and be able to work to timescales.
- Excellent verbal communication skills – including the ability to influence and persuade, and adopt different styles of communication.
- Good writing skills.
- Ability to work on your own initiative, demonstrating a flexible and adaptable approach, but also empathetic, a team player and results-focused.
- Must be capable of meeting the physical demands of the role.

### **Where the roles are based**

The role of Guide Dog Trainer is based at our 4 Guide Dog Training Schools which are in Forfar, Atherton, Leamington and London.

## **Guide Dog Mobility Instructor**

### **About the job**

The Guide Dog Mobility Instructor (GDMI) takes the dog through the final advanced stages of training and matches it to a compatible visually-impaired client. Instructors then work daily for up to four weeks with the dog and client, either at their home or from a hotel, to train them and help them work as a partnership. The client is supported long term by visits from the Instructor, and 'aftercare' visits that are made periodically to provide support to the guide dog owner.

Instructors' work is hard and demanding and they walk long distances almost every day, in all conditions, but this is clearly counterbalanced by the satisfaction provided by this challenging role.

Plenty of travel and some nights away are required.

### **Training Programme**

We offer a training programme for Trainee Guide Dog Mobility Instructors; this is a 3 year programme covering dog care and training and client-related subjects such as social care and home visits.

### **Entry qualifications**

Candidates need to be able to demonstrate one of the following qualifications:

1. 2 'A' levels or equivalent one of which must be in an area of biological or social sciences
2. C&G Guide Dog Trainer or DipHE in Rehabilitation Studies
3. Appropriate Access to Higher Education Course 'Certificate of Achievement'
4. NVQ Level 3 in an area of biological or social sciences



5. 4 A/S levels one of which must be in an area of biological or social sciences
6. Certificate in Higher Education Canine Assistance: Puppy Education & Development, Care of Breeding Stock & Neonates, Assessment & Rehoming of Dogs, Care & Welfare.

Applicants 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.

You must hold a full UK driving license, or be able to demonstrate how you will fulfill the role without this.

### **Skills and experience**

- Substantial experience of working with adults or children in the areas of teaching, training, coaching, mentoring or supervising.
- Highly-developed verbal and effective written skills.
- Ability to plan and organise self and others.
- Information gathering and problem solving skills.
- Ability to work as part of a team and unsupervised as required.
- Basic PC skills (email; Word; Excel; file management).
- Trainees must be able to undertake the three year traineeship programme, including training away from home at other Guide Dogs locations or in other residential facilities for up to six months at a time.

### **Where the roles are based**

The role of a Guide Dog Mobility Instructor could be based out of any of our Teams across the UK, however you will have to complete up to 12 months training at one of our Guide Dog Training Schools in the first year and visits at intervals during the following 2 years for short periods. We do not recruit at all Teams annually, you can check the website to see which teams are advertising at any point.

## **Mobility Instructor**

### **About the job**

The role of the Mobility Instructor is to work with people who have a visual impairment to develop or adapt their existing skills and abilities, enabling them to lead an independent life through mobility training.

### **Entry qualifications**

Foundation Degree in Rehabilitation Work (Visual Impairment).

Diploma in Rehabilitation Studies.

Mobility and Technical Officer Certificates



### **Skills and experience**

A good standard of health and fitness is necessary.

Strong interpersonal skills and excellent communication abilities are required for this position.

Principal responsibilities include training people in orientation and mobility, who may have multiple disabilities/dual sensory loss.

### **Where the roles are based**

Mobility Instructors can be based at any of our Mobility Teams.

## **Breeding Stock Supervisors**

### **About the role**

To manage a scheme, which includes the assessment, selection, training and supervision of Volunteer stock holders ensuring that the volunteer resources are in place to meet the needs of the scheme. To ensure a high standard of care for the stud dogs or brood bitches and puppies in the nest with a support mechanism for the volunteer holders. To act as an ambassador for Guide dogs, promoting good public image and supporting the Association's strategic direction.

### **Training programme**

We offer an 18 month training programme which covers all aspects of dog care and welfare, including: Breeding/Puppies in the nest, health and veterinary care, general welfare, environmental enrichment, dog handling and obedience. For the Brood Bitch Supervisor role, there are also additional training inputs on ultrasound scanning and whelping/reproduction via Professor Gary England. Training includes a period of time working 'in the field' with supervision to fully develop the required skills.

### **Entry qualifications**

Candidates applying for the Breeding Stock Supervisor role need to be able to demonstrate one of the following qualifications:

1. 2 'A' levels or equivalent one of which must be in an area of biological or social sciences
2. C&G Guide Dog Trainer, Dog Care & Welfare or DipHE in Rehabilitation Studies
3. Appropriate Access to Higher Education Course 'Certificate of Achievement'
4. NVQ Level 3 in an area of biological or social sciences
5. 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.

Candidates applying for the brood Bitch Supervisor role are required to demonstrate they have 5 GCSE's grade A to C (or equivalent).



## Skills and Experience

- Demonstrate excellent interpersonal skills.
- Communicate effectively using a good standard of written and verbal English
- Able to demonstrate an aptitude for puppy and dog handling and have an understanding of dog language and behaviour
- Need to be a team player and be able to work independently
- Ability to organise your own work priorities and carry out all of the practical duties involved within the role.
- Ideally have experience within Guide Dogs or similar field of working directly with dogs/puppies and their training, supervision and care.

## Where the roles are based

Breeding Stock Supervisors are based at our Guide Dog National Breeding Centre near Leamington Spa.

## Salaries

Technical trainee roles start at £ 12,044 per annum rising in bi-annual increments, dependent upon the completion of various competencies.

## Employee benefits

As a member of staff we offer you a wide range of benefits to suit your individual needs.

**26 days holiday** plus bank holidays (rising to 28 days after 3 years service)

**Defined Contribution Group Personal Pension Plan** - Guide Dogs matches employee contributions plus 2% up to a maximum of a 9% employer contribution.

**A choice of flexible benefits** - An amount equivalent to 3% of salary is given to employees to purchase benefits through an on-line portal. There are a range of options to suit personal circumstances and preferences. These include:

- Gym Membership
- Travel Insurance
- Healthcare cash plan
- Hospital treatment plan
- Dental Insurance
- Additional Life Assurance
- Health Screening
- Buying and selling annual leave (up to 3 days)
- Cash back to salary (up to 2% of salary equivalent)

**Discounts and Cash back Scheme** – Access to discounts on goods and retail vouchers and cash back on purchases for supermarkets, clothing, electrical goods, travel, eating out, insurance and much more.

**Employee Assistance Programme** - A freephone confidential helpline to provide unlimited access to advice, information and face-to-face counselling support, where appropriate.



**Occupational sick pay** – Enhanced above the statutory minimum.

**Occupational maternity, paternity and adoption pay** - Enhanced above the statutory minimum.

**Life Assurance** - A core benefit of 4 times salary.

**Child Care Vouchers** - Enabling NI savings to be made on child care costs.

**Eye Care Vouchers** - Free eye tests and, if needed specifically for VDU work, a contribution towards glasses.

**Dogalogue 10% discount** - All employees are entitled to a 10 per cent discount on orders from the Guide Dogs charity catalogue. [www.dogalogue.com/](http://www.dogalogue.com/)

**Where will the roles be advertised?**

All Guide Dogs vacancies are advertised on our web site as and when a position arises. Trainee GDMI positions are usually advertised twice a year on our website.

**You can view all current vacancies on our website:**

<http://www.guidedogs.org.uk/aboutus/workingatguidedogs/jobs/>