# Job Profile

Job Title: Guide Dog Trainer Supervisor

Directorate: Operations

Reports To: Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Child and Adult without barred status

Date created/last reviewed: 14/03/2022

## Overall Role Purpose

The Guide Dog Trainer Supervisor helps people with sight loss to live the life they choose by managing a team of Guide Dog Trainers (GDT) with responsibility for quality assurance of their dog training and productive output and assessing and preparing allocated dogs to the required standard and quality for progression to successful partnership training, in an agreed timeframe and using an ethical approach.

## Key Responsibilities

* Responsible for the day-to-day line management of a team of GDT staff working across the geographical area/site location. Providing technical supervision, development, coaching and support.
* Ensures that staff under their direction act in compliance with relevant policies, procedures, and quality standards, including safeguarding and health and safety.
* Provides technical supervision to direct reports, and others as requested by the Operations Manager, completing all relevant documentation and processes within the supervision framework.
* Supports new staff joining the team leading on their development and performance management working with the Operations Manager and Academy colleagues to ensure a smooth transition into the team.
* Contribute to the achievement of the local business plan either directly or indirectly through the management and development of staff.
* Work with the Operations Manager on dog flow, ensuring the seamless intake of dogs from puppy raising. Assess each dog’s training potential based on supplied information and allocate internally to Guide Dog Trainer staff, accounting for customer needs dictated by waiting list requirements.
* In conjunction with the Operations Manager, allocates workloads and priorities to achieve locally agreed plans that contribute to national targets.
* Works closely and communicates regularly with the Operations Manager to ensure the effective delivery of local and regional services and supports their manager with any other tasks as required, including deputising for absence.
* Identifies issues and risks in resources to the service delivery plan and works with the Operations Manager to find solutions.
* Observe delivery of training programmes by GDTs and provide feedback to ensure provision of high quality training, in accordance with Operations policies, processes and quality standards. Provide subject matter expertise to implement the quality assurance processes and standards for dog training and supply. Advise on remedial training plans and make recommendations for the timely progression of dogs from training.
* As required deliver and/or support the training of guide dogs to ‘match ready’ standard, training within current guide dog training standards and frameworks.
* Any other activities relevant to the role that will enable us to help those with sight loss to live the life they choose.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: Up to 8 FTE Guide Dog Trainers

Number of Indirect Reports: None

Number of Volunteers Supervised: Up to 20 indirectly

### 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. 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

* Qualified Guide Dog Trainer or Guide Dog Mobility Specialist or an IGDF equivalent qualification, with substantial experience in the sector.
* Current valid EU Driving licence; or demonstratable evidence of alternative in fulfilling the need to transportation guide dog stock to and from different locations.

#### Desirable

* Accredited learning in the areas of animal welfare or behaviour.
* Accredited learning in teaching or mentoring.

## Job Related Experience

#### Essential

* Experience of guide dog training to ‘Match/Class ready’ standard, using approved methods and techniques in canine behaviour.
* Able to practically apply theoretical knowledge.
* Previous experience of supervising/mentoring others (staff or volunteers) or willingness to train and develop managerial skills.
* Able to undertake the physical demands of the role including walking long distances (daily in excess of 8-10 miles), unaided, in all weather conditions. Able to handle and walk with a range of dog breeds, ages and temperaments.

#### Desirable

* Previous experience of line managing staff.
* Previous experience in a teaching or mentoring role.
* Demonstrable experience in the areas of animal welfare or behaviour.

## Knowledge

**Essential**

* Current knowledge of dog handling and training techniques and approaches.
* A working demonstrable understanding of dog care.

**Desirable**

* Competent or at level 3 in STEP modules
* A working knowledge of animal ethology, behaviour, learning theory and positive reinforcement training techniques.
* Experienced in using the GDIR (Salesforce) CRM.

## Skills and Competencies

**Essential**

* Ability to effectively use the Microsoft Office suite (Outlook, Excel, Word, Teams).
* Excellent communication skills with a good standard of written and verbal English.
* Proven ability to plan and organise own workload and prioritise multiple tasks for successful completion.
* Ability to support and motivate others to achieve common goals.
* Ability to build good working relationships with both internal and external contacts.
* Able to work independently or as part of a team.
* Able to apply a professional approach and comply with policies and procedures.
* Demonstrate excellent interpersonal skills.
* Adaptability and flexibility to the changing needs of the role.

## 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 Group (internal use only)

This role has been evaluated as a Team Leader, please follow this link to view the [salary band](https://guidedogs.sharepoint.com/%3Aw%3A/g/EWb4XqiE1kRDrz6zZwt92yQBc-yYlCugayIoM-eU2N0mwA?e=gWwz1U).