**Job Profile**

Job Title: Sighted Guide Training Officer

Directorate: Operations

Reports To: Sighted Guide Operations Manager

Matrix Reporting To: None

Disclosure Check Level: Enhanced and children

Date created/last reviewed: 08/04/2024

## Overall Role Purpose

The Sighted Guide Training Officer helps people with sight loss to live the life they choose by supporting customers through the customer journey with a range of supportive programmes including delivering training and awareness sessions to local organisations, providing Friends and Family Training, and through generating networks with community and corporate organisations, to help create a more inclusive society for people with vision impairment.

## Key Responsibilities

### Training

* Ensure the successful delivery of Sighted Guiding training across a range of audiences that engages and inspires.
* Position yourself as expert in delivering Sighted Guiding Training across the organisation and within the community.
* Work in conjunction with the Vision Rehabilitation Team to train and support customers to achieve their goals through the delivery of Sighted Guide services.
* Deliver Friends & Family Sighted Guide training to customers and their circle of support.
* Deliver Introduction to Sighted Guide (ISG) training as part of the national rota.
* Manage the allocation of training spaces for Friends & Family and ISG applicants, highlighting any issues to the designated Sighted Guide Operations Manager.
* Supply Sighted Guide training to Guide Dogs employees and volunteers.
* Create Training partners and provide Train the Trainer training.
* Generate, manage, and build networks with community and corporate organisations and deliver a high-quality programme of training and awareness session to meet the customer’s needs.
* Support opportunities across the wider organisation, including but not limited to Philanthropy & Partnerships, and Communications Teams.
* Build relationships both internally and externally that promote the team positively, raise profile, and identify opportunities to deliver training.
* Work closely with Service Marketing to ensure they have a targeted approach to service marketing with potential partners.

### Volunteers

* Lead a small team of volunteer trainers to be able to co-deliver a range of training sessions. Ensuring all volunteers are highly trained and engaged.
* Work with the volunteering team and wider Guide Dogs directorates to develop a pipeline of volunteer and peer volunteers in the training role.
* Provide excellence in the management and supervision of volunteers.

### Community Involvement

* Network with organisations in line with our priority areas to increase the number of people trained in Sighted Guiding.
* Handle local training referrals and ensure these are scoped and delivered in line with GD’s offering.
* Maintain contact with community networks and training partners.

### General

* Continually seek and act on feedback that enables us to improve training in conjunction wider Sighted Guide Training Officer Team, fellow colleagues.
* Identify improvement areas in the service, work with CLIM and Improvement Team to action these.
* Monitor and maintain the quality training delivered by training partners.
* Maintain Guide Dogs systems in relation to all activities.
* Ensure databases are maintained and regular updated inline with guidance to ensure good record keeping is maintained.
* Provide reports on a monthly/quarterly basis of training outcomes and feedback.
* Adhere to Guide Dogs' Risk Management Policy in order to effectively identify, manage and monitor significant risks within the model and carry out risk assessments where required.
* Ensure all health and safety requirements are in place for training sessions, including risk assessment.
* Regular travel will be required within this role along with the ability to work outside of 9-5.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Up to 10

### 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

* Level 3 Award in Education and Training or willingness to work towards
* Educated to GCSE grade C or above in Maths and English or equivalent.
* Current valid UK/EU driving licence, or alternative evidence of fulfilling the need to transport training equipment and get to delivery locations.

**Desirable**

* Train the Trainer qualification
* Level 3 Assessor Award

## Job-Related Experience

#### Essential

* Demonstrable experience of delivering training to groups and individuals in different formats.
* Confident in speaking and delivering training to small and large audiences.
* Previous experience of supervising/mentoring others (staff or volunteers) or willingness to train and develop leadership skills.
* Experience of client account management
* Experience of delivering successful project outcomes with an understanding of the importance of monitoring and evaluation.
* Track record in influencing, building and sustaining relationships to achieve results.
* Proven experience of assessing, planning, organising and delivering training.
* Experience in using a range of IT platforms and technology to deliver training.

#### Desirable

* Proven experience of volunteer management, supervision, and development.
* Previous exposure to working within the charity sector.
* Ability to develop others (Volunteers) to deliver a high quality of training.

## Knowledge

#### Essential

* Demonstrates a knowledge of the link between training content and customer needs.
* Relevant and recent knowledge of safeguarding practices including safer recruitment.
* Understands the importance of accessibility and usability in a training context.
* Demonstrates an understanding of visual impairment issues and service requirements.

#### Desirable

* An understanding of service compliance
* Demonstrates a knowledge of additional needs.

## Skills and Competencies

#### Essential

* Confident and self-assured public speaker with the ability to engage an audience, large or small
* Demonstrates effective planning and organisational skills.
* Strong written and verbal communication skills.
* Strong training and presentation skills.
* Proven ability to build and maintain effective relationships with internal and external stakeholders.
* Flexible and adaptable approach to working.
* Demonstrates understanding and ability to manage self in relation to others.
* Demonstrates empathy and the ability to manage emotive information.
* Demonstrates ability to appropriately challenge inappropriate behaviours.
* Ability to adapt training and information to meet different learning styles.
* Excellent communicator with the ability to inspire support and action from a diverse range of staff and volunteers.
* Excellent motivator and trainer of volunteers.
* Excellent inter-personal skills with an ability to work in a complex environment with many stakeholders.
* Ability to effectively plan and organise self and others.
* Sound administrative ability, including MS Office and database recording and manipulation.
* Team player with the ability to work independently when required

## 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. Frequent travel with regular overnight stays through the UK.

**Job Group (internal use only)**

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/EXRrucJgpPZHpBGAfu967AoBYTh1sPnexq9p1XwwWqA2wA?e=tg5W3C) to view the salary band.

**End of document.**