**Job Profile**

Job Title: Dog Supply Manager

Directorate: Operations

Reports To: Dog Supply Operations Lead

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Children Barred

Date created/last reviewed: 20/06/2024

## Overall Role Purpose

The Dog Supply Manager helps people with sight loss to live the life they choose by leading and managing a guide dog supply site and the dog training supply across a regional area. They will support the dog supply team to ensure staff are maintaining our ethical and standardised approach to dog training and dog welfare from intake at puppy raising to transition effectively into the Guide Dogs Partnership training programme ensuring dogs have met the necessary standard of skills and behaviours.

## Key Responsibilities

**Leadership**

* Accountable for overseeing a large guide dog supply site, providing effective operational leadership with strategic oversight from the Dog Supply Operations Lead.
* Responsible for overseeing the intake of pups from puppy raising and the training and provision of match ready dogs to partnership teams across a geographic area.
* Fulfil a key role in the national supply of trained guide dogs to partnership teams including Academy, ensuring flow from puppy raising through to partnership teams.
* Remain visible and engaged on the large Dog Supply site, facilitating regular meetings.
* Provide first-line leadership to staff team(s), managing and developing a high performing multi-disciplinary operations team.
* Actively role model and reinforce Guide Dogs behaviours whilst leading, inspiring, and motivating a team to deliver the agreed operational objectives.
* Empower direct reports to manage their service areas within an agreed framework whilst utilising their expertise for the benefit of the organisation.
* Actively contribute to the National Dog Supply Leadership team, seeking to learn and share best practice to standardise dog supply.
* Champion diversity across the local teams based on local demographics.
* Ensure every volunteer has a positive and rewarding experience with us.
* Work with key collaborative partners to augment, promote, develop, and deliver these services, ensuring dependencies both external (i.e. contracts) and internal (dog supply chains) are managed as applicable to meet their objectives and targets.
* Develop team working, knowledge-sharing and promote professional best working practice.
* Responsible for performance management of operational staff members in accordance with Guide Dogs policies and processes.
* Lead responsibility for dog supply site working in partnership with other key matrix stakeholder

**Planning, Strategy and Delivery**

* Monitor and evaluate against key performance indicators, ensuring targets are met and variances are understood and managed.
* Ensure appropriate resources are available to deliver the plan, meeting the needs of people with sight loss and their families.
* Work collaboratively with other internal and external professionals to plan delivery of services, as necessary.
* Responsible for creating and reviewing resourcing plans to ensure that the team are resourced appropriately with staff and volunteers.
* Develop and deliver Dog Supply service operations plans, maximising resources, and talent to enable effective service delivery nationally.
* Coordinate effectively with Puppy Raising, Academy and Dog Partnership service colleagues to maintain stable and timely dog flow.
* Support the Dog Supply Lead to plan and execute cross directorate service planning long term, to maximise workflow for consistent and well-functioning Dog Supply service delivery.
* Contribute to resource planning for operations in furtherance of the development of the Guide Dog Service.

**Quality Assurance (include continuous improvement & compliance)**

* Problem solve and initiate service improvement requirements sharing best practice with the region and nationally as appropriate
* Continually improve quality and delivery of the Dog Supply service through analysis of key performance indicators, stakeholder feedback and working in partnership with the Guide Dog Programme team
* Accountable for ensuring the local Dog Supply Service delivers to national standards and frameworks.
* Work in partnership with the Training Standardisation team to support the development, implementation, and continuous professional development of the service.
* Support the Dog Supply Lead to develop localised risk assessments for the Dog Supply site. Pay special attention to health and safety; safeguarding; diversity; data protection; and financial procedures amongst others.
* Ensure that all staff and volunteers adhere to Guide Dogs' policies and codes of conduct to effectively identify, manage, and monitor risk and compliance, including business continuity.
* Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region and nationally alongside service design teams.

**Communication & Engagement**

* Act as the key operations point of contact in all aspects of local and regional stakeholder engagement, public relations and staff communications as well as utilising the skills within the team to develop local engagement actions.
* Lead and build supportive and collaborative networks to enable the development and sustainability of the Guide Dog Service.
* Ensure positivity and wellbeing of the team is actively supported.
* Represent Guide Dogs externally as required.
* Ensure that strong volunteer and employee engagement is achieved through active listening and effective leadership.

**Financial Focus**

* Ensures that operations staff and volunteers support fundraising where appropriate.
* Support the Dog Supply Lead to ensure all relevant aspects of the operations budget is monitored and team expenditure against that budget is compliant and maximises efficiencies.
* Support the Dog Supply Lead to monitor and manage the dog supply budget for the large dog supply site
* Analyse and optimise workflow across the teams to ensure they operate in the most cost-efficient manner.

**Personal Development**

* 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).
* Maximise individual and team potential through active commitment to coaching and training at all levels.
* Enable supervision to staff and volunteers who may have specialist responsibilities.
* Coach and mentor staff to fully develop their skills and talents via personal development plans. Ensuring learners are transitioned into the team with bespoke development plans in place.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 8

Number of Indirect Reports: 100+

Number of Volunteers: 150+

### Financial Accountability

Annual Income Accountability:

Assets Managed:

Budget Accountability: None, authorisation levels up to £5000

**Application of this Job Profile**

All employees are required to carry out other such duties as may 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 always advocate for Guide Dogs 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 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

* Certified Management qualification such as ILM or equivalent relevant work experience in a management, supervisory or volunteer management role.

#### Desirable

* Project Management qualification (Prince-2 or equivalent).
* GDMS qualification.

## Job-Related Experience

#### Essential

* Demonstrable experience of working in a professional management, supervisory or teaching / training role related to vulnerable people.
* Experience of developing, supervising, and managing performance in others, coaching, and leading a multi-disciplinary team.
* Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved.
* Experience of handling safeguarding concerns within a service delivery setting.
* Knowledge and understanding of effective management protocol. Knowledge of models of person-centred service delivery to adults, children, young people, and their families.
* Knowledge and experience of ensuring safeguarding compliance within a team.
* Knowledge of current legislation, policy and research relating to people with sight loss and/or disability.

#### Desirable

* Project Management experience
* Experience training guide dogs
* Experience of working in any the following settings - education, health and social care, police/probation
* Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing or facilitating discussions to include active listening and problem solving in a person-centred environment

## Knowledge

#### Essential

* A comprehensive knowledge of GDPR.
* Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint, Teams).
* Health & Safety / compliance monitoring experience.

#### Desirable

* Knowledge of current legislation, policy and research relating to people with sight loss and/or disability
* Up to date with current policies, practice and thinking in the Education and/or Health and Social Care sector.
* Experience with current/innovative business communication or cloud sharing devices such as: Zoom, SharePoint, Prezi etc.

## Skills and Competencies

#### Essential

* Extensive experience and proven ability to work safely with adults, children, and young people with developed understanding of both child protection issues and the issues affecting all vulnerable groups.
* Demonstrates excellent verbal and written communication skills.
* Experience of collaborative working in a multi-professional setting and can demonstrate a strong ability to liaise effectively with statutory or voluntary sectors.
* Proven experience of planning and delivering person-centred services to meet the needs of adults, children and young people with sight loss and their families.
* Proven ability to structure, plan and prioritise work to ensure targets and deadlines are met.
* Demonstrates developed organisational, planning and time management skills.
* Proven ability to interpret operations data to assess performance against lead and lag measures, able to analyse data and evaluate its impact.
* Conducts themselves in a manner appropriate to a management role.
* Communicates effectively in different situations and at different levels.
* Experience of engaging with the media.
* Manages individual and team performance to deliver results.
* Creates a team environment which promotes wellbeing and maximises personal effectiveness.
* Contributes outside of their immediate team.
* Understands and applies policies and procedures appropriately.

#### Desirable

* Comfortable and confident in giving presentations and training to individuals and groups, including experience of chairing, or facilitating discussions to include active listening and problem solving in a person-centred environment.

## 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 have come from and where they are 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 as people.

## Safeguarding

If the role does or may involve working with children, young people, or vulnerable adults, or supervising those that do, we will 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 having self-awareness.
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

Office Based at the assigned site location. Occasional travel and overnight stays for meetings and when visiting other Guide Dogs locations. 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 Manager, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EZJDAqmuGaRDl4mAFXfPIqEBa-Qw0Q_AW5tdvLd1V0N8wg?e=AQCzsM) to view the salary band.