# Job Profile

Job Title: Operations Support Supervisor

Directorate: Operations

Reports To: Operations Support Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 28/06/2024

## Overall Role Purpose

The Operations Support Supervisor helps people with sight loss to live the life they choose by enabling staff and volunteers to fulfil their operational delivery roles. This is achieved through the provision of people-centred customer service and professional and efficient administrative coordination and support. The role helps manage a team of Coordinator to maintain a safe and pleasant working environment through oversight of local workplace activities, working in partnership with the Property & Workplace Services team.

## Key Responsibilities

* Working closely with Operations Support Manager to update and maintain office policies and procedures as necessary.
* Ensuring all incoming customer queries are proficiently handled and associated procedures are followed in line with quality standards and customer expectations.
* Provide line management, coaching and training of onsite Operations Support Coordinators and volunteers. This may include remote line management support to staff at other locations as directed by the Operations Support Manager
* Key Accountabilities of the Operations Support Coordinator role:
* 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.
* Provide administrative support for Guide Dogs services (GDS) including GDS Operations, Puppy Raising, Dog Health & Wellbeing and Rehoming. This could include, but not exclusive to, preparing/sending out equipment; coordinating and booking hotels for class; collating and sending qualification packs in preferred formats; inputting health histories; and mailings as generated by GDI and requested by the CAS team.
* Provides administrative support for the SISS team this could include, but not exclusive to ensuring any equipment is ordered and mailings sent out in preferred formats, in a timely manner.
* Provides administrative support for volunteers such as puppy raisers, fosterers and drivers. This could include, but not exclusive to, sending puppy information packs and agreed communications within the agreed timescales as set out in the volunteer engagement process, dealing with queries and supporting the coordination of volunteer activities required for operational delivery as requested.
* Provide reception services, including – greeting visitors, managing incoming and outgoing post/deliveries, car parking, hot desks, and meeting room bookings/equipment.
* Coordinates local health & safety activities to ensure the site remains safe and compliant. These include fire alarm testing, monthly safety checks and emergency evacuation support as required.
* Liaise with Workplace Services to coordinate activities including reporting reactive issues, liaising with contractors, and conducting housekeeping checks.
* Overseeing the site pool vehicles including weekly safety checks, monthly mileage submissions, booking services and organising periodic valeting.
* Consistently maintain good housekeeping standards and professional office environment including: desk conditions and set up to DSE guidelines, visual display boards up-to-date, storage monitored and managed, and space management (i.e. fair and appropriate use of communal meeting spaces).
* Ensure any donations received are counted, balanced, prepared for banking and recorded on the system correctly in a timely manner.
* Maintains diligence and compliance around numerous administrative duties and requirements including (but not exclusive to):
* Incoming and out-going post.
* Raising purchase orders & expense requisitions.
* General communications, and production and distribution of support materials to stakeholder groups as requested.
* Stock maintenance for office materials / site provisions / dog provisions.
* Trains and provides ongoing support to local staff and new starters in the use of information and office systems as required.
* Support internal local team level activities such as seasonal social events, Senior Leader / stakeholder visits.
* 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: Up to 8 (including where necessary Access Assistants, who support visually impaired colleagues)

Number of Indirect Reports: None

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

### Financial Accountability

Annual Income Accountability: None

Assets Managed: Local pool car fleet; local procurement card

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

* Educated to post-secondary level with a minimum of 3 GCSE passes including Maths & English at grade C (or equivalent) (QCF level 2 / SQCF level 5)

#### Desirable

* Project Management qualification
* Management qualification

## Job-Related Experience

#### Essential

* Experience in a customer service role, and/or office/administration role.
* Involvement in leading or supporting projects to successful conclusion.
* Extensive experience in a supervisory role.
* Completing basic H&S risk assessments.
* Experienced in the use of CRM systems.
* Evidence of dealing with confidential issues sensitively and with total integrity.

#### Desirable

* Previous experience of 3rd party sector management.

## Knowledge

#### Essential

* A comprehensive knowledge of GDPR regulations.

#### Desirable

* Knowledge of Salesforce database.

## Skills and Competencies

#### Essential

* Computer literate with advanced skills in the Microsoft Office suite (Outlook, Excel, Word, PowerPoint).
* Supervision of others – in either a coaching or developing capacity.
* Highly motivated towards delivering a person-centred service.
* 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.
* Self-motivated.
* Attention to detail and problem-solving skills.
* Excellent written and verbal communication skills.
* Strong organisational and planning skills in a fast-paced environment.

#### 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

## Office based at the assigned site location covering core working hours.

## Able to work flexibly to support travel and overnight stays for meetings and when visiting other Guide Dogs locations which will be required. Office sites may open at 7.00am and close at 7.00pm and on occasions this role may be asked to support the site with opening and closing.

**Job Group (internal use only)**

This role has been evaluated as a Team Leader, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/EdSl4-YltIlLixuwof4G3FwB9voMEieeISedtZ_sU544Zg?e=CrOhln) to view the salary band.

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