# Job Profile

Job Title: Guide Dog Partnership Operations Lead

Directorate: Operations

Reports To: Head of Guide Dog Service Operations

Matrix Reporting To: None

Disclosure Check Level: Enhanced

Date created/last reviewed: 20/06/24

## Overall Role Purpose

The Guide Dog Partnership Operations Lead helps people with sight loss to live the life they choose by leading the regional delivery of guide dog partnership training maintaining our ethical and standardised approach to dog training and dog welfare. Overseeing the regional partnership teams to ensure high quality dog and client training from match ready to qualified, sustainable partnership.

## Key Responsibilities

**Leadership**

* Accountable for the service delivery of guide dog partnerships across multiple teams within a region, utilising effective operational leadership with strategic oversight from the Head of Guide Dog Service Operations.
* To actively role model and reinforce Guide Dog behaviours, inspire and motivate staff and volunteers to ensure regional delivery of guide dog partnerships and agreed operational objectives.
* Remain visible and engaged across all Partnership Teams within the region, facilitating regular meetings.
* Actively contribute to the national Guide Dog Service Leadership Team, seeking to learn and share best practice to establish standardised national excellence.

Champion diversity within teams across the region based on local demographics.

Ensure every volunteer has a positive and rewarding experience with us.

**Strategy, planning and delivery**

* Develop and deliver guide dog production plans, in line with the 5-year plan, maximising resources and talent to enable effective service delivery in the region.
* Responsible for creating and reviewing plans to ensure that the team is resourced appropriately with staff and volunteers.
* Embed standardised team structure across the region.
* Embed standardised client and dog training across the region.
* Coordinate effectively with breeding, puppy raising, Academy and dog supply colleagues to maintain stable and timely dog flow.
* Support the Head of Guide Dog Service Operations to plan and deliver a national Guide Dog Service. Optimising resources and working cross-regionally to ensure consistency of service delivery.

**Quality assurance (including continuous improvement and compliance)**

* Ensure that staff adhere to the organisations policies, reporting requirements, and procedures.
* Support the Head of Guide Dog Service Operations to develop localised risk assessments for the Partnership Teams. Pay special attention to - health and safety; safeguarding; data protection; and financial procedures.
* Continually improve quality and delivery of the Guide Dog Service through analysis of stakeholder feedback and other appropriate data/information.
* Accountable for ensuring regional teams deliver the Guide Dog Service to national standards and frameworks.
* Work with Guide Dog Programme Lead to embed, validate, and improve best methods of service delivery and processes within the Guide Dog Service.
* Ensure that all staff adhere to Guide Dogs' policies and codes of conduct to effectively identify, manage and monitor risk and compliance, including business continuity.

**Communication & Engagement**

* Support the Head of Guide Dog Service Operations 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.
* Support national initiatives that have a regional impact and relevance.

Ensure positivity and wellbeing of the team is actively supported.

* Represent Guide Dogs externally as required.

**Financial Focus**

* Ensure a depth of knowledge which enables informed decision-making on budget, resource, and priorities within the Guide Dog Service.
* Monitor expenditure of partnership production across the region, ensuring that services are delivered effectively and within budget to quality standards, delivery and cost metrics.
* Analyse and optimise workflow across the region to ensure the team operates in the most cost-efficient manner.
* Support the Head of Guide Dog Service Operations in financial management of the service’s regional budget.
* Work with programme funding and fundraising teams as appropriate to identify new, and maintain ongoing, funding sources to support the sustainability and growth of the Guide Dog services.

**Professional 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.
* Coach and mentor managers and staff to fully develop their skills and talents via personal development plans.

## Breadth/Scope of Accountability

Number of Direct Reports: up to 8

Number of Indirect Reports: 70+

Number of Volunteers Supervised: Responsible for 300+ volunteers.

Annual Income Accountability: Delivery within defined annual income and expenditure budgets

Assets Managed: Notes on any other resources and assets managed by this role.

Budget Accountability: £1m - £1.5m

# 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

* Management qualification or equivalent relevant experience.
* Six sigma and/or knowledge of continuous improvement methodology.
* GCSEs in Maths and English minimum grade C or equivalent (QCF level 2 / SQCF level 5)

#### Desirable

* A level or degree educated (QCF level 6 / SQCF levels 9-10)

## Job-Related Experience

#### Essential

* Proven track record in leading and performance managing a multi-skilled / multi-disciplinary team of staff, to achieve results balancing local needs against national priorities.
* Experience of developing and delivering people centred services to external customers.
* Experience of working in the third sector.
* Experience of introducing major new initiatives/services which affect organisational change.
* Proven experience of budget management.
* An understanding of customer relations and meeting the needs of a variety of customers.
* An understanding of the principles required for effective financial management.
* Experience of managing and working with services for blind or partially sighted people.

#### Desirable

* A lived experience of sight loss.
* Qualification working with canines or animals.

## Knowledge

#### Essential

* Computer literate with a good knowledge of Microsoft Office packages.
* Understanding of supporter recruitment and management.
* An understanding of the Visually Impaired sector.

#### Desirable

* Understanding of supporter recruitment and management.
* An understanding of the Visually Impaired sector

## Skills and Competencies

#### Essential

* Excellent organisational skills, working under pressure and to deadlines.
* Able to lead on internal and external communications with effective public speaking and presentation skills.
* Experience in working with the media with a range of communication techniques.
* Excellent interpersonal skills with the ability to inspire, motivate and collaborate with a range of stakeholders.
* Commercial astuteness.

## 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 within the region will be required, alongside occasional overnight stays for national meetings throughout the UK.

## Job Group (internal use only)

This role has been evaluated as a Manager, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/Ef6hjpF4m75HkyFp2fAoMv4BWrZT_VnDGL9gmc8aFraWLg?e=YoaFLb) to view the salary band.