# Job Profile

Job Title: Guide Dog Partnership Operations Manager

Directorate: Operations

Reports To: Guide Dog Partnership Operations Lead

Matrix Reporting To: None

Disclosure Check Level: Enhanced – Children Barred

Date created/last reviewed: 20/06/24

## Overall Role Purpose

The Guide Dog Partnership Operations Manager helps people with sight loss to live the life they choose by leading a team of Guide Dog Mobility Specialists and Dog Wellbeing Techs in the delivery of guide dog and partnership training and support. Ensuring high quality, standardised dog, and client training with responsibility for the customer experience.

## Key Responsibilities

**Leadership**

* Responsible for the person-centred delivery of guide dog partnership service within a partnership team, supporting regional and national service consistency in collaboration with colleagues.
* Actively role model and reinforce Guide Dogs’ behaviours, accountable for leadership of a partnership site, inspiring, and motivating a local partnership team to support national delivery of guide dog partnerships and agreed operational objectives.
* Actively contribute to the regional Guide Dog Service Leadership Team, seeking to learn and share best practice to establish standardised excellence.

Champion diversity within the team, based on local demographics.

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

Ensure every customer has a positive experience with us.

* Provide first-line leadership to GDMS managing and developing a high performing operations team.
* Ensure that strong volunteer and employee engagement is achieved through active listening and effective leadership.

**Strategy, planning and delivery**

* Develop team working, knowledge-sharing and promote professional best working practice.
* Manages staff resourcing in the team to ensure service delivery targets are met and operational performance is achieved.
* Ensure processes are embedded and validated to enable quality standards to be efficiently met, working collaboratively with managers within the Region and nationally alongside Guide Dog Programme team.
* Maintains 2-year delivery plans in line with strategic direction and regional and national objectives and targets, working collaboratively with stakeholders including Academy.
* Ensures appropriate resources are available to deliver the plan, meeting the needs of people with sight loss and their families.
* Support the Regional Leadership Team in developing and implementing change management concepts to enable strategic objectives to be operationalised.
* Embed standardised client and dog training within the team.

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

* Ensure that national standards are met and maintained through evaluation and engagement, and a consistent, person-centred, high-quality service is provided to people with sight loss and their families.
* Monitor and evaluate against key performance indicators, ensuring targets are met and variances are understood and managed.
* Responsible for performance management of operational staff members in accordance with Guide Dogs policies and processes.
* Monitor and respond to feedback to ensure needs are met and continued improvement achieved.
* Problem solve and initiate any service improvements needs for the team, sharing best practice with the region and nationally as appropriate.
* Responsible for ensuring team member and volunteer adherence to Guide Dogs’ safeguarding and health and safety policies and procedures.
* Work closely with Safeguarding team to embed safe practices in front line service delivery, ensuring customers of our services receive appropriate escalation and processes in line with our safeguarding policies and procedures, adhering to action plans as advised.
* Ensure feedback and the voice of our customers are utilised to achieve continuous improvement.

**Communication & Engagement**

* Support the Guide Dog Partnership Lead in all aspects of local stakeholder engagement, public relations and staff communications as well as utilising the skills within the team to develop local engagement actions.

Ensure positivity and wellbeing of the team is actively supported.

* Represent Guide Dogs externally as required.

**Financial Focus**

* Ensures team members and volunteers support fundraising where appropriate.
* Supports the Regional Leadership Team to ensure all relevant aspects of the operations budget are monitored and team expenditure against that budget is compliant and maximises efficiencies.
* Ensures that service is delivered effectively and within budget to quality standards, delivery, and cost metrics.

**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).
* 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.

## Northern Ireland Specific

## Fulfil the role of Manager for NI internally and externally, acting as a spokesperson as required.

## Remain visible and engaged across NI, promoting Guide Dogs’ objectives throughout all relevant sectors.

## Knowledge of legislation and regulation specific to NI impacting Guide Dogs.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: up to 8

Number of Indirect Reports: responsible for a total of 10+ staff

Number of Volunteers Supervised: Up to 50

### Financial Accountability

Annual Income Accountability:

Assets Managed:

Budget Accountability: None, authorisation levels up to £5,000

# 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

* 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)
* Professional qualification in a related field (e.g. GDT/GDMS.)

## 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 / or managing performance in others (e.g. staff/volunteers), coaching and leading a team.
* Able to demonstrate experience of managing a complex operations environment where exceptional, customer-focused service delivery is achieved.
* Experience of working guide dog practice
* 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 of professional supervision of staff
* 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

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

#### Desirable

* Knowledge of current legislation, policy and research relating to people with sight loss and/or disability

## 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.
* 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.
* 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.
* 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.

## 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 Manager, please [follow this link](https://guidedogs.sharepoint.com/:w:/g/EZJDAqmuGaRDl4mAFXfPIqEBa-Qw0Q_AW5tdvLd1V0N8wg?e=AQCzsM) to view the salary band.