



# Dog A.I.D. Charity Manager Recruitment Pack

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## Message from the Board

Dog Assistance in Disability (A.I.D.) is a unique organisation, empowering disabled people to train their own pet dogs, supported by professional dog trainers as volunteers. We are looking to recruit a Charity Manager to support the growth and development of our charity to enable us to reach more disabled people throughout the UK.

It is a period of great change for all charities including Dog A.I.D. The Covid-19 crisis has meant that our face-to-face training could not continue in lockdowns, and many disabled people have become more isolated. Dog A.I.D. is developing more remote service delivery and using technology to connect with disabled people and volunteer trainers.

We are looking for a new Charity Manager with the skills and experience to manage and grow the charity, build and maintain strong relationships with stakeholders. The key competencies required for this demanding and extremely rewarding role are:

- Problem-solving skills
- Planning and organisational skills
- Decision-making skills
- Communication skills
- Conflict management
- Adaptability
- Teamwork
- Building/maintaining productive relationships

You will have the opportunity to lead on the development of a new strategic plan in 2021/22, working with the charity's new Chair, trustees and staff.

**Dog A.I.D. (Assistance in Disability)**

**Earlyworld House, 7 Darwin Court, Oxon Business Park, Shrewsbury, Shropshire, SY3 5AL**  
Telephone 01743 588469 | Registered Charity in England and Wales Number 1178719 | [www.dogaid.org.uk](http://www.dogaid.org.uk)

## About Dog A.I.D.

Dog A.I.D. was established in 1992 to assist people with physical disabilities, improving their quality of life by helping them train their own pet dogs to provide assistance with day-to-day tasks and in some circumstances providing life-saving interventions.

In 1996, the Dog A.I.D. Scheme was launched nationally at Crufts and today benefits from a team of over 100 Trainers and Assessors working on a voluntary basis across the U.K. from its base in Shrewsbury, Shropshire.

As at February 2021, there are currently 110 fully qualified Dog A.I.D. dogs throughout the country, with 100 more in training with 103 voluntary Dog A.I.D. Trainers. The training takes up to two years with both dog and disabled owner ('client') receiving specialist education from our network of trainers and attain fully qualified Assistance Dog status through three distinct stages.

Dog A.I.D. is a member of Assistance Dogs UK, a voluntary coalition of eight assistance dog charities that aims to promote the freedom, independence and rights of people with assistance dogs across the UK. All Assistance Dogs UK dogs adhere to the highest training and welfare standards as set out by Assistance Dogs International and the International Guide Dogs Federation.

## Case Study - Teresa and Sam

Teresa from North Somerset has various medical conditions including Ehlers-Danlos Syndrome (EDS) and Postural Orthostatic Tachycardia Syndrome (PoTS). Teresa has trained Sam, her pet dog, with the help of Dog A.I.D. to become her fully qualified Assistance Dog. Teresa is also one of the charity's Trustees, elected as a Client Representative in 2019. This is her story:

As a previous healthcare professional, Teresa often comments that Sam is her 'dogtor', having helped get the underlying diagnosis for her various medical issues pulled together. Sam is a seven-year-old Miniature Schnauzer that Teresa has had from an eight-week-old puppy.



"My shoulder first became fully dislocated on a dog walk and I was later told I had shoulder instability, leading to a long cycle of physiotherapy and the identification of a number of health issues including EDS and PoTS.

At a disability exhibition, I enquired initially about fostering Assistance Dog puppies. I was gently asked why I hadn't considered applying for a dog myself,

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which is where the journey began. After researching various charities, I found Dog A.I.D., which seemed the perfect option as the only organisation that helps you train your own dog.

We were both accepted by Dog A.I.D. in early 2016 and after commencing one-to-one work with our voluntary trainer, we qualified in November 2017. It was Remembrance Sunday with the 11am bugler silence and an unprecedented squirrel challenge, whilst out having a party in the park!

Sam has turned his paws, with a swish of his beard, to most tasks - many times without even being asked. He can help with emptying the washing machine, opening doors, picking up things I drop such as keys, cards, coins and receipts. He fetches the remote control and phone, even bringing his own toys back from the garden! He also senses chaotic flare ups of my sinus infections, something he is not formally trained to do; often stopping them developing into chest infections due to my asthma.

Every day it helps enormously to have that sense of independence that my Assistance Dog Sam is by my side. I often get asked if I need any help so now, with a smile on my face, I can say that Sam has it covered, often giving a demonstration to show just how amazing his skills are.

It has taken me some years and tough times to get through to feeling that with Sam, paw in hand, I can see the light of a new life ahead; albeit a very different life to what I had expected. I have met people I never would have met, found different ways of managing challenges and sometimes just getting through the day ahead. I no longer either struggle to pick up dropped items or risk breaking things whilst trying to do so.

Training Sam alongside my Dog A.I.D. trainer has further strengthened our bond. I had always wanted a dog and my husband often commented on my 'dogdar' to notice any dog in the vicinity. The time was never right until we moved into a house with a good garden and my husband ended up working from home. Little did we know how much of a major part Sam would come to play in our lives.



Dog A.I.D. has had a huge and positive influence on us all. We like the ethos of a small charity and the benefit of being supported by a local professional trainer, as well as taking part in annual training workshops with the wider Dog A.I.D. community. I have represented the charity at Crufts, done things I never would have imagined doing years ago and am now on the Board of Trustees. Sam is a total superstar as well as a Dogs Monthly front-page model, and I look forward to our adventures together in the years to come.”

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## Charity Manager

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Hours:	37.5 hours per week, with TOIL for out-of-hours work
Salary:	£29,000-£33,000, depending upon experience (initial one-year contract, aim to extend if funding allows)
Responsible to:	Board of Trustees of Dog A.I.D., reporting to the Chair
Responsible for:	The day-to-day running of the charity and managing staff
Location:	Office in Shrewsbury, but currently staff are working from home due to Covid restrictions.

### Job Description

### Responsibilities

#### Charity and Staff Management

- Delegated responsibility for the day-to-day running of the charity, line management and supervision of the staff team, holding regular team meetings
- Provide in-house Human Resources (office rotas, recruitment, reviews, monitor and evaluate performance) and associated record keeping for staff; and liaison with external HR support service
- Work closely alongside and support the Training and Development Manager
- Work with the Training and Development Manager to lead on monitoring, evaluation and learning, including reports to funders and stakeholders
- Manage the development and maintenance of the IT infrastructure, CRM and office equipment
- Ensure disabled people involved in Dog A.I.D. are engaged, involved and actively influence the development of the charity

#### Strategic Development

- Develop the charity's strategic direction and planning for the future, working with the Chair of Trustees
- Work with the Training and Development Manager to lead on the

implementation of the charity's strategic plan, development and management of annual operational plans

### **Promotion and Communications**

- Represent Dog A.I.D. on the Board of Trustees of Assistance Dogs UK and manage relationships with ADUK and fellow member organisations
- Promote the work of Dog A.I.D. positively and proactively, including representing the charity to the media and at external functions, meetings and events
- Further develop sponsorship opportunities for Dog A.I.D. and manage the charity's marketing and sponsorship relationships
- Communicate effectively with staff, trustees, suppliers and supporters
- Maintain and develop key stakeholder relationships with funders and other organisations

### **Finance and Fundraising**

- Develop effective fundraising strategies, working with the fundraising team, leading on grant applications for major funding
- Work with the Treasurer, Deputy Treasurer and Finance Officer on the management of financial resources including budget setting, financial reporting and monitoring, reserves policy and financial risk management

### **Governance and Compliance**

- Work with the Board of Trustees to ensure high standards of governance
- Support the Board of Trustees, providing minutes and reports as required, acting in accordance with legislation, policies, procedures and Charity Commission guidance
- Ensure compliance with all legal requirements affecting the charity
- Lead on the development of new processes, procedures and policies, working with the Training and Development Manager, and ensure regular monitoring and review of such to ensure they always reflect best practice, taking into account UK GDPR and other legal requirements
- Health and Safety lead, responsible for completing any RIDDOR paperwork as and when required

## **Person Specification**

### **Essential**

- Previous experience of organisational and operational management, working in a small team, setting and monitoring budgets
- Strategic management and development skills and ability to develop and implement plans
- People management skills with the ability to lead a team and to support staff to maximise their potential
- Strong networking, problem-solving and organisational skills
- Effective communication and interpersonal skills, and proven ability to build and maintain relationships with a range of stakeholders
- Strong project, planning, change and time management abilities
- Process driven, with ability to develop consistent policies across the charity
- IT skills, with experience in managing IT infrastructure and CRM systems
- Experience of fundraising and securing large funding bids
- Knowledge and understanding of the legal and regulatory requirements relating to charities, finance, employment and small businesses
- Honesty, integrity and commitment to Dog A.I.D.'s objectives and cause
- A good understanding of and commitment to disability rights, equality, equity, diversity and inclusion

### **Desirable**

- Knowledge and experience of charity marketing and brand sponsorship
- Knowledge of the UK GDPR and experience of managing and implementing data protection processes
- Knowledge and experience of the charitable sector

### **Key Competencies**

- Problem-solving skills
- Planning, organisational skills
- Decision-making skills
- Communication skills
- Conflict management skills
- Adaptability
- Teamwork
- Building/maintaining productive relationships

## How to apply

Thank you for your interest in applying for the Dog A.I.D. Charity Manager role to help to grow and develop this small charity to support many more people with disabilities throughout the UK to become more independent through training their own Assistance Dog.

You will be joining the charity at an exciting time as we plan for reopening services post the Covid-19 crisis, led by a new Chair, and the opportunity to develop a new strategic plan.

Dog A.I.D. is a small charity with great potential to grow and extend our reach through increasing the network of voluntary trainers throughout the UK, developing our training and support, and raising the charity's profile.

We are seeking to build on Sandra Fraser's extraordinary contribution as Chair of Dog A.I.D. over the past decade. The new Chair will work closely with this role, supported by the Board of Trustees, staff and volunteer team, to grow the charity and empower many more disabled people to improve their quality of life and independence by training their own Assistance Dog, supported by a voluntary Dog A.I.D. trainer.

In order to apply, please send a copy of your CV and a covering letter via email with the subject as "Application for Charity Manager Position" to [debbie@dogaid.org.uk](mailto:debbie@dogaid.org.uk) by 2<sup>nd</sup> April 2021.

Please use your covering letter to demonstrate how your skills, qualities and experience meet each of the requirements listed in the Role Description, and how they have helped you achieve relevant, positive results.

The Board of Trustees will review the applications in the week of 5<sup>th</sup> April and invite shortlisted applicants to an initial interview via Zoom.

If you have any questions or would like to have a confidential conversation about the role with one of the Trustees before making your application, please contact Debbie Broomfield on [debbie@dogaid.org.uk](mailto:debbie@dogaid.org.uk)



# Privacy Notice for Job Applicants

Dog A.I.D. is the data controller for the information you provide during the recruitment process. We are committed to respecting and protecting your privacy. Once you choose to provide us with personal information, you can be assured that it will only be used by Dog A.I.D., will be stored securely and we will never share your information unless legally required to do so. Full details of our Privacy Policy can be found at [www.dogaid.org.uk/privacy-policy](http://www.dogaid.org.uk/privacy-policy).

If you have any queries about the process or how we handle your information please contact us at [admin@dogaid.org.uk](mailto:admin@dogaid.org.uk) or write to: Earlyworld House, 7 Darwin Court, Oxon Business Park, Welshpool Road, Shrewsbury, SY3 5AL

## What will we do with the information you provide to us?

All the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements. Dog A.I.D. will not use your data for any purpose other than the recruitment process for the role you have applied for. We will hold the information you provide securely in line with the UK GDPR, whether the information is in electronic or physical format.

Dog A.I.D. will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role for which you have applied.

## What information do we ask for, and why?

We do not collect any more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment. You don't have to provide the information we ask for, but it might affect your application if you don't do so.

Dog A.I.D. has a legitimate interest in processing personal data during the recruitment process and keeping records of the recruitment process.

## Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for.

You will also be asked to provide equal opportunities information. This is not mandatory and if you don't provide the equal opportunities information, it will not affect your application. This information will not be made available to any

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staff outside of those involved in the recruitment in a way which can identify you. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

### Interviews and Assessments

We might ask you to complete tests and to attend an interview. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes. This information will be held securely by Dog A.I.D.

### Conditional offer

If Dog A.I.D. makes a conditional offer of employment, we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We need to process this information to ensure that Dog A.I.D. complies with legal obligations to confirm the identity of our staff, their right to work in the UK and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide proof of your identity with original documents, of which we will take copies. You will be asked to complete a criminal records declaration to declare any unspent convictions. We will contact your referees, using the details you provide in your application, directly to obtain references.

### Final offer

If we make you a final offer, we will also ask you for the following:

- Bank details - to process salary payments
- Emergency contact details - so we know who to contact in case you have an emergency at work

### How long is the information retained for?

If you are successful, the information you provide during the recruitment process will be retained by us as part of your employee file for the duration of your employment plus seven years following the end of your employment. This includes your criminal records declaration, records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for six months from the closure of the recruitment process. Information generated throughout the assessment process, for example interview notes, is retained by us for six months following the closure of the recruitment process.

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# Dog A.I.D. Organisational Chart

