



## Role Description

<b>Post Title:</b>	Head Dog Trainer (Service Delivery and Development Lead)
<b>Responsible to:</b>	Charity Manager
<b>Responsible for:</b>	Development, implementation and monitoring of high-quality dog training and client services
<b>Hours:</b>	35 hours per week, Monday to Friday Occasional weekend and evening work for which there will be TOIL
<b>Term of post:</b>	Permanent
<b>Location:</b>	Flexible (remote option available)
<b>Probationary period:</b>	3 months with option to review
<b>Salary:</b>	£28,000-£31,000 per annum dependent on experience

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### Context

Dog A.I.D. (Assistance in Disability) 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. Our unique way of working with our clients and their dogs gives us the opportunity to offer life changing training and support, working on the very special bond that our clients already have with their pet.

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. Training takes up to two years with both dog and owner receiving specialist education from our network of voluntary trainers and attain fully qualified Assistance Dog status through a number of stages.

### Purpose of the Post

An exciting opportunity has arisen for a **Head Dog Trainer (Service Delivery and Development Lead)** to be accountable for the operational management of quality services, develop capacity within our network to reach more service users and develop further viable service offerings in line with the Dog A.I.D. strategy. The post-holder will be responsible for providing leadership to our team of volunteer trainers as well as being responsible for any regulatory, legal or professional requirements in relation to our services. They will be responsible for upholding the highest standards of person-centred customer service, ensuring that the welfare of our clients and their

dogs remains at the heart of our work as they are supported on their journey to full Assistance Dog Status.

The post-holder will work closely with the Charity Manager and Trustees to collaboratively lead and manage the organisation as a whole, committing to our expectations' framework, modelling the behaviours we seek and working within our values. These values include a commitment to dog welfare and the use of positive reinforcement methods when training dogs.

### **Job Description:**

#### **Responsibilities:**

#### **Service Delivery**

- Effective day to day operational management of Dog A.I.D.'s services in line with strategic and operational plans
- Development of operational plans for services that support the achievement of Dog A.I.D.'s charitable aims and strategic objectives
- Working with the charity manager, finance office and treasurer to develop annual budgets to support cost effective service delivery
- Development and delivery of client and trainer, and trainer only workshops
- Working with the administrative team members to develop and implement effective, consistent and equitable processes that will support service delivery that ensures the highest quality of service to clients and the welfare of their dogs
- Lead on the matching of clients and volunteer trainers to ensure that clients can successfully work towards Assistance Dog accreditation
- Maintain accurate records on client and training activities in line with data protection and confidentiality requirements
- Provide accurate and up to date reports on service delivery and impact as and when required by the charity manager, trustees and Assistance Dogs umbrella bodies e.g. Assistance Dogs International (ADI)
- Ensure compliance with relevant legislation (e.g. health and safety) and governance/compliance frameworks (e.g. ADI standards)
- Keep up to date with relevant good practice, legislative changes and regulation, guidance through regional, national and international professional networks, education, journals, briefings etc. and ensure changes are introduced to organisational policy and practice as appropriate

## **Service Development**

- Working with the charity manager to develop new services, ensuring that proposals are financially viable and supported by an evidence base including client need
- Developing partnerships to support the delivery of new services, ensuring that outcomes are agreed and reported on and service level agreements/contracts are in place where necessary

## **Volunteer Management**

- Be responsible for resource planning, recruitment, development and support of volunteer trainers in line with relevant Dog A.I.D. policies
- Develop a continuing professional development (CPD) programme for volunteer trainers and maintain CPD records
- Set objectives for volunteer trainers and monitor performance
- Oversee the development and implementation of the accredited assessor's course in partnership with Reeseheath College
- Lead on internal communications for the volunteer trainers including the management of social media channels, compilation of email updates and facilitation of trainer "catch ups"
- Work with the trainer representative trustee to develop mechanisms for engaging trainers with the charity and ensuring their voice is represented in service delivery and development

## **User Involvement/Coproduction**

- Work with the client representative trustees to ensure effective systems are in place to gain feedback from clients on their experience of the organisation and engage them in how we can put learning into practice
- Ensure comments, concerns and complaints are managed in line with the organisation's policy
- Support the Dog A.I.D. team in engagement/involvement activities including the production of the newsletter and delivery of the AGM

## **Stakeholder Management**

- Promote the charity by engaging with appropriate professional networks locally, nationally and internationally

- Play an active role in promoting the charity to the widest possible audience (including the public, healthcare professionals, veterinary professionals, other aligned organisations and potential stakeholders); this may also include representing the organisation in the media

## **Other**

- Ensure that Dog Assistance in Disability is a place where equality, diversity and inclusion are valued and respected
- Maintain professional knowledge required in fulfilment of the role
- Engage in the appraisal system with line manager
- Any other tasks commensurate with the role to support the effective running of the charity

## **Person Specification**

### **Essential**

- Previous experience of operational management and service delivery, working within a small team
- Thorough in-depth knowledge of dog training methods, behaviour and welfare including extensive practical experience of delivering dog training with a focus on positive reinforcement methods
- A good understanding of and demonstrable commitment to disability rights, equity, diversity and inclusion
- People management skills with experience of leading teams
- Effective communication and interpersonal skills, and proven ability to build and maintain relationships with a range of stakeholders
- Experience of developing robust policies and procedures supporting service delivery
- Strong organisational, task management and time management skills
- High degree of accuracy and attention to detail
- I.T. literacy with knowledge of Microsoft Office 365
- Knowledge of GDPR and experience of working within a data protection framework
- An empathetic approach and the ability to remain professional/impartial during difficult conversations
- Resilience and emotional intelligence
- Enthusiastic and motivated personality with ability to take the initiative
- Honesty, professionalism and integrity with the ability to be a positive role model within the organisation and an effective ambassador externally

## **Desirable**

- Personal experience of training and/or working specifically with Assistance Dogs
- Knowledge and experience of the charitable sector
- Experience of leading teams of volunteers

## **Disclosure and Barring Service Checks**

The Charity is committed to safeguarding vulnerable individuals and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974).

Dependent on the role, one of the following DBS checks will be carried out:

- Standard disclosure
- Enhanced disclosure
- Enhanced disclosures with children's and/or adults' barred list check(s):

This role is not exempt under the Rehabilitation of Offenders Act and is therefore eligible for an enhanced disclosure DBS check.

## **How to apply**

Thank you for your interest in joining Dog A.I.D. as Head Dog Trainer (Service and Delivery Development Lead). 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. The post holder will help to grow the charity's capacity to deliver services through its network of volunteer trainers and empower many more disabled people to improve their quality of life and independence by training their own Assistance Dog.

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

In order to apply, please send:

- a copy of your CV
- a covering letter to demonstrate how your skills, qualities and experience meet each of the requirements listed in the Role Description
- A video, no more than 3 minutes in length, evidencing your dog training ability with a brief demonstration of your positive training methods, preferably clicker/marker-based training of a dog. The video must include one to one training of a dog, with evidence of your reinforcement process. The video must show both yourself and the dog in frame, with no background music. The video can be submitted as an attachment to an email to us or via a video sharing platform e.g. WeTransfer, Dropbox, YouTube, Vimeo. Please ensure that the video is password protected and that you share the password in your application to us.

The closing date for applications is **5pm Wednesday 28<sup>th</sup> July**. Please send completed applications to [Belinda.johnson@dogaid.org.uk](mailto:Belinda.johnson@dogaid.org.uk)

Shortlisted applicants invited to an initial interview via Zoom week commencing **Monday 16<sup>th</sup> August**.

If you have any questions or would like to have a confidential conversation about the role before making your application, please contact **Alison Barrett** (Charity Manager) – [Alison.Barrett@dogaid.org.uk](mailto:Alison.Barrett@dogaid.org.uk) or **Lynn Stacey** (Trainer Representative Trustee) – [Lynn@dogaid.org.uk](mailto:Lynn@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 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.



# Dog A.I.D. Organisational Chart

