

Job Description



Job Title: Guide Dog Programme Manager	Department: Technical Training Team	Reports to: CEO
Hours: 37.5 hours per week	Location: National Headquarters and Training Centre, Model Farm Road, Cork	Contract Term: Permanent

Purpose of Role

This role is responsible for the successful delivery of the Guide Dog Programme. The role requires a highly capable, purpose-led, and values-driven leader to ensure programme components are designed, planned, implemented, and reported effectively.

Key Responsibilities

- Leads on the delivery of agreed outputs such as partnership targets.
- Drives impact through continuous improvements such as reducing waiting times, shortening training cycles and improving quality of services.
- Serves as the Apprentice Supervisor and assume all responsibilities of the role as specified in the Irish Guide Dogs for the Blind Apprenticeship Programme.
- Creates a “culture of open communication and trust” between the CEO and Guide Dog Programme Manager to support effective implementation.
- Ensures significant standardisation between the Guide Dog and Assistance Dog Programme.
- Works collaboratively to plan client events that include all service users.
- Mentors and supports team members to deliver the best possible experience for clients and resolve issues in a timely manner that is client and learning focused.
- Ensures effective quality control standards and a science-based approach to training.
- Manages the effective delivery of resources while optimising the class schedule.
- Monitors and oversees progress for dogs in training through different stages.
- Signs off on dogs selected for withdrawal.
- Manages and effectively implements client acquisition procedures.
- Oversees partnership aftercare delivery and ensures agreed quality standards are being achieved.
- Leads a high-performance team and coaches team members to deliver goals and objectives.
- Compiles budgets and ensures the team complies with relevant policies and procedures.
- Presents to the board and sub-committee meetings, as required.
- Actively participates on international forums and professional networks.
- Benchmarks nationally and internationally so best practices are captured and deployed for the benefit of clients.
- Provides leadership to embed a ‘one team’ approach and build effective relationships with all stakeholders.
- Accountable for effective programme communications while being knowledgeable on all aspects of the programme. Ensures KPIs, such as class schedule, are relevant, measurable, monitored and reported for all services.

In addition to these key accountabilities, you may also have ownership for one or more key processes which will be communicated to you via your manager and/or the Performance Management framework.

Values and Behaviours

IGDB places great emphasis on how people get the job done. For example, we need people who are passionate about enabling people who are vision impaired and families of children with autism to lead better lives and become more mobile and independent. Employees are expected to achieve these standards to fully meet the expectations of their role.

Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.
Teamwork	Supports a team environment which promotes wellbeing and maximises personal effectiveness. Communicates clearly and effectively with others. Strives to be supportive, consistent, and professional with Clients, Colleagues and Volunteers.
Optimism	Is solution-focused and looks to bring a positive attitude to challenges. Celebrates wins and encourages others to do the same. Does not fear failure – believes we can all learn lessons for the next time together.
Conscientiousness	Takes pride in what is done and how it is done. Always presents a professional and capable manner in all tasks that are completed. Has a clarity of purpose, sets a good example for others. Is accountable for what is done and takes ownership for achievement.
Integrity	Leads by example. Is fair and consistent when working with Clients, Colleagues and Volunteers. Takes ownership of achievements and responsibility for failure.
Excellence	Strives to continuously improve own performance.

Person Specification

Essential

- Excellent project management, process improvement and data analysis experience.
- A “hands-on” and “can do” attitude that can influence through collaboration and leadership.
- Proven track record for consistently meeting and exceeding goals and delivering a superior level of job performance.
- Exceptional stakeholder manager and knows how to build trust with all stakeholders.
- Ability to make key decisions and deliver results in challenging situations.
- Time management and experience multi-tasking across concurrent priority projects.
- Excellent verbal, written presentation/IT skills and communication skills.
- Proven track record of improvements and continuous improvements.

Desirable

- Guide Dog or Assistance Dog recognised qualification with a proven track record of delivering key outputs.
- Consulting, coaching or facilitation experience.
- Evidence of continued professional development to enhance knowledge and experience relevant to the role.
- Experience of a least one aspect of the disability sector.
- Demonstrable experience in planning, organising and reporting on project work and ongoing work programmes.

Special Conditions

- Full clean driving license essential.
- Must be eligible to work in Ireland and the EU.
- You may be required to work outside of normal working hours, travel and overnight stays throughout the country required from time to time.
- Subject to full Garda (Police) vetting.

To apply, please send the below information to Recruitment@GuideDogs.ie

- Up-to-date CV
- Cover letter

The closing date for applications is 28 March 2022.

Irish Guide Dogs for the Blind is an equal opportunities employer