



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 physically Disabled people to train their own pet dogs, supported by professional dog trainers as volunteers.

This is an exciting time for the charity as we have recently developed our new Strategic Plan, with support from Assistance Dogs UK. Our successful Emergency Appeal in 2025 demonstrated the wonderful support for our accredited model of physically Disabled people working with volunteer trainers to train their own dogs to meet and maintain our high training and welfare standards, set by Assistance Dogs International.

We are now looking to recruit a new Charity Manager to implement this Strategic Plan, supported by a committed Board of Trustees and small team. You will play a key role in developing our charity to support more physically Disabled people. As a small charity with a big impact, Dog A.I.D. needs a practical Charity Manager who is also a 'Doer'.

Dog A.I.D. has great potential to extend our reach and increase awareness to support more physically Disabled people through increasing our network of skilled volunteer trainers and raising the charity's profile, developing our brand.

We are looking for a new Charity Manager with strong skills and experience to manage and develop Dog A.I.D., particularly in problem solving, planning, organisation, communication and relationship building.

If you would like to have a conversation with our Chair, Louise Doran, before submitting your application, please contact her on louise.doran@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 has a team of staff, volunteer trainers and assessors based across the country supporting Assistance Dog partnerships, both in training and fully qualified, with our small office in a centre for charities in Shrewsbury, Shropshire.

As at June 2026, there are currently 64 fully qualified Dog A.I.D. dogs throughout the country, with 13 more in training with voluntary Dog A.I.D. Trainers and 13 waiting to be matched with a local trainer. Recruitment and support of more skilled volunteer dog trainers is key to meeting this need and growing our reach.

Recruitment of volunteers and new applications to join Dog A.I.D. for training was paused during the Emergency Appeal over autumn and winter. Following the tremendous success of the appeal, we reopened to applications and are actively recruiting for new volunteers.

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 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.

Charity Manager

Hours:	37.5 hours per week, with TOIL for out-of-hours work
Salary:	£31,000-£33,000, depending upon experience (5% salary uplift pending)
Responsible to:	Board of Trustees, reporting to the Chair
Responsible for:	The day-to-day running of the charity and managing staff
Location:	Home working with regular travel to Shrewsbury office

Job Description

Responsibilities

Charity and Staff Management

- Delegated responsibility for the day-to-day running of the charity, office administration, line management and supervision of the small staff team
- Liaison with HR support service, supported by the Chair and Treasurer
- Lead on digital development and liaison with external IT support service
- Lead on monitoring, evaluation and learning
- Lead on dealing with any concerns, complaints, or safeguarding issues, and act as the charity's Designated Safeguarding Lead, supported by the Safeguarding Trustee and Chair
- Maintain the charity's Risk Register

Strategic Development

- Operational implementation of the Board-led Strategic Plan including providing regular reports for trustees and members as required
- Develop and manage annual operational plans and reports, supported by the Trustees
- Working with the Client Representative Trustees, support clients (Disabled people with Assistance Dogs) to participate in the charity's development
- Manage accreditation with Assistance Dogs International and standards

Promotion and Communications

- Promote the work of the charity positively and proactively, manage and ensure consistency of the charity brand across communications
- Liaison with Assistance Dogs International, Assistance Dogs UK (ADUK)

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

Roy Fletcher Centre, 17 Cross Hill, Shrewsbury, SY1 1JE

Telephone 01743 588469 | Registered Charity in England and Wales Number 1178719 | www.dogaid.org.uk

and fellow member organisations, including attendance at ADUK meetings

- Maintain and develop key relationships, supported by relevant staff and trustees
- Manage communications with members (clients and trainers)

Finance and Fundraising

- Work with the Treasurer and relevant staff to support the management of annual budgets, financial reporting and monitoring
- Operational implementation of the Fundraising Strategy, working with relevant staff and trustees

Governance and Compliance

- Support the Board of Trustees to ensure high standards of governance and compliance with all legal requirements affecting the charity
- Support the development of new processes, procedures and policies, with regular monitoring and reviews
- Health and Safety lead, responsible for completing any RIDDOR paperwork as and when required

Person Specification

Essential

- Previous experience of operational management, ideally in a small charity, line management of staff, project and change management
- Strong organisational and strategic management skills, with an ability to plan and prioritise own work and for others
- Effective communication and relationship management skills which offer a person centric approach
- Proficient in the use of IT, including Microsoft Office applications and databases
- Experience of volunteer management and support
- Ability to work flexibly and adapt quickly and positively to change
- Honesty, integrity and commitment to the charity's objectives and cause
- A good understanding of and commitment to disability rights, equity, diversity and inclusion

Desirable

- Knowledge and understanding of the legal and regulatory requirements relating to charities, finance, employment and small organisations
- Awareness and understanding of the Social Model of Disability and the impact of Assistance Dog partnerships

Key Competencies

- | | |
|-----------------------------------|------------------------------|
| • Problem-solving skills | • Conflict management skills |
| • Planning, organisational skills | • Teamwork |
| • Communication skills | • Relationship management |

How to apply

Thank you for your interest in applying for the Dog A.I.D. Charity Manager role to help to 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 implement our new Strategic Plan, supported by Louise Doran as Chair, our strong Board and great small team.

You will help to manage and grow the charity to support more physically 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 CEO role" to Isobel Michael, Deputy Chair at isobel.michael@dogaid.org.uk by Friday 14th August.

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 and invite shortlisted applicants to an initial interview via Teams.

Please let us know about any access requirements so that we can make any adjustments needed.

If you have any questions or would like to have a confidential conversation about the role with Louise as Chair, before making your application, please contact louise.doran@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/policies-and-forms.

If you have any queries about the process or how we handle your information please contact us at admin@dogaid.org.uk or write to: Dog A.I.D., Roy Fletcher Centre, 17 Cross Hill, Shrewsbury, SY1 1JE

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 this 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.

Interviews and Assessments

We might ask you 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.

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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.