Dog Training Coach

Job Description

Department	Services – Dog Training
Reports to	Dog Training Quality & Capability Lead
Direct reports	None
Salary	£31,000 - £35,000 pa depending on experience
Hours	35 hours per week (Monday – Friday 9am-5pm)
Contract type	Permanent
Location	Centre based roles at either The BWC (1 role) or The Grange (2 roles). Centre based due to organisational requirement for frequent service delivery (workshops and training courses). Regular travel into communities and overnight stays required from the centre.

About the role

The Dog Training Coach plays a critical role in assuring and embedding high standards of dog training across Hearing Dogs for Deaf People (HDfDP).

Working alongside the Dog Training Quality Lead, the postholder will provide expert dog training guidance, behavioural advice, coaching and practical support to staff, applicants, recipients and volunteers. The role will contribute to the development of people and programmes that enable HDfDP to achieve excellence in the training and welfare of hearing dogs through consistently high standards in dog training delivery

Key Responsibilities

Leadership and Collaboration

- Role model HDfDP values and behaviours, encouraging others to do the same.
- Support the vision and implementation of dog training development and training for volunteers, applicants, recipients and staff.
- Work closely with the Dog Training Quality Lead to support excellence in hearing dog training.
- Demonstrate accountability, collaboration, openness and integrity.
- Provide clear, visible and motivational leadership within areas of responsibility.
- Promote open, effective two-way communication with colleagues and stakeholders.

Dog Training and Behaviour

- Uphold and embed HDfDP dog training standards.
- Contribute to the development, review and implementation of dog training programmes.
- Ensure training approaches align with HDfDP values and relevant ADUK/I requirements.
- Provide an exceptional standard of dog training guidance and behavioural advice to staff, applicants, recipients and volunteers.
- Provide practical support across:
    - Canine Healthcare
    - Partnership Services

    - Support Pathways
    - Volunteering
- Support the ongoing review and development of training plans for hearing dogs throughout their end-to-end journey.
- Promote and monitor good practice and the highest standards of dog welfare and training.

Coaching, Teaching and Capability Development

- Mentor, coach, teach and guide dog-facing roles.
- Train and support volunteers in the practical application of dog training and behavioural principles.
- Contribute to ongoing training and development programmes for staff and volunteers.
- Help colleagues develop their confidence, capability and practical skills in working with dogs.
- Support a culture of continuous learning and improvement.

Operational Responsibilities

- Work with the Dog Training Quality Lead to ensure training standards are consistently applied.
- Plan and organise training and development activity effectively, involving national travel and overnight stays on a regular basis.
- Identify and respond quickly to issues that may affect delivery.
- Contribute to reporting on the outcomes and impact of training activity.
- Make effective use of available resources, including data, insight and digital systems.
- Work collaboratively with internal teams, volunteers and external partners.

All Hearing Dogs for Deaf People staff are expected to

- Uphold HDfDP's Values and Behaviours, working collaboratively with colleagues across HDfDP and with external stakeholders.
- Follow HDfDP's mandatory policies and procedures, including Safeguarding, Data Protection and Health and Safety, always complying with legislation and statutory duties.
- Maintain the highest possible standards of canine welfare and ensuring relevant Assistance Dogs International accreditation compliance standards are met.
- Demonstrate HDfDP's commitment to building a diverse and inclusive organisation by participation in deaf awareness and communication training.
- Carry out any other reasonable duties requested by their manager.

Hearing Dogs for Deaf People are committed to safeguarding. All successful applicants will be required to undergo an Enhanced Disclosure and Barring Services check (e.g., DBS/PVG or similar), including references covering any gaps of employment/education, confirm eligibility to work in the UK and complete a health check.

For operational reasons, the Charity reserves the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested, from time to time.

About you – Essential skills, knowledge and experience

- Relevant qualification in dog training (e.g., Level 3-4 Ofqual registered Diploma in Dog Training) or equivalent experience.

- Experience of teaching, coaching and mentoring.
- Strong organisational and operational planning skills.
- Ability to set and maintain standards, protocols, objectives and measures.
- Excellent stakeholder communication and interpersonal skills.
- Ability to engage sensitively with people with hearing loss.
- Ability to communicate clearly, effectively and consistently at all levels.
- Ability to identify issues and take swift mitigating action to maintain delivery.

Experience that would be of interest

- Experience within the assistance dog industry.
- Experience of working with and supporting volunteers.

What success will look like

Success in the role will be demonstrated through:

- Sustainable and agile service delivery that supports the charity in providing expert hearing dogs to deaf people.
- Development and delivery of an ongoing programme of training and development for staff and volunteers.
- Consistent application of the highest standards of dog welfare in the delivery of training programmes.
- Effective coaching, mentoring and practical development in terms of dog training of dog-facing staff, applicants, recipients and volunteers.
- With the Dog Training Quality Lead, input into a clear reporting structure on the outcomes and impact of training and development activity.
- Consistent assurance of dog training standards across HDfDP.

Successful applicants will be required to:

- Have a full UK driving licence, with access to a vehicle during the working week, and willingness to travel nationally regularly as required to meet the needs of the team's objectives behavioural support.
- Regular UK-wide travel and willingness to stay away from home when required to meet operational requirements.
- Live within travelling distance of either The Grange or BWC.