



Dog A.I.D. Recruitment Pack – Programme Support and Engagement Officer

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About Dog A.I.D.

Dog A.I.D. (Assistance in Disability) is a unique organisation, empowering disabled people to train their own pet dogs, supported by professional dog trainers as volunteers.

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

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. As of May 2024, there are 98 fully qualified Dog A.I.D. dogs throughout the country, with 70 more in training with 95 voluntary Dog A.I.D. Trainers. The training takes up to two years with both dog and disabled owner ('client') receiving training and coaching from our network of trainers and attaining fully accredited 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.

This is an exciting time for the charity which has a strong team in place led by a new CEO who took up post in October 2023. Last year, the charity developed and launched its new 3-year strategic plan which has an ambitious plan for growth to meet the incredible demand for its services.

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



Programme Support and Engagement Officer

Hours:	37.5 hours per week, with TOIL for out-of-hours work
Salary:	£23,000 per annum
Responsible to:	CEO and Operations Manager
Contract:	Permanent, subject to funding
Location:	Flexible working. Predominantly home-based with regular travel expected to Head Office in Shrewsbury and team days/other meetings at various locations within the United Kingdom

Job Description

Programme and project support:

- Supporting the Training Team with the project management, delivery and evaluation of our new volunteering projects: mentoring scheme and in-house assessor's course.
- Supporting the Operations Coordinator and Operations Manager with the administration and delivery of the Dog A.I.D. programme
- Coordinating in-person trainer and client workshops including booking venues, arranging refreshments, preparing and distributing delegate packs
- Collating internal information and presenting this in an appropriate format for reporting purposes.
- Researching suitable channels/events where Dog A.I.D. might promote its volunteering opportunities to qualified and experienced dog trainers.

Volunteer Support:

- Monitoring the volunteer Expression of Interest register and liaising with potential new volunteers to answer queries and provide application packs.

- Processing new volunteer applications including setting up interview and supporting the onboarding process.
- Processing DBS applications for new volunteer trainers and ensuring that DBS certificates for volunteers are updated as required.
- Administering mandatory and optional training for volunteer trainers through the Charity Learning Consortium (CLC platform) including acting as key point of contact for volunteers and ADUK's Learning and Education Officer.
- Developing and distributing monthly communications bulletins for our trainer volunteers
- Supporting online trainer CPD events (including webinars and trainer-drops ins) by undertaking communications and administrative functions related to the events.
- Administration of the annual volunteer trainer engagement survey

Engagement:

- Developing and distributing monthly communications bulletins for clients in-training and qualified clients
- Arranging and facilitating regular client engagement events online and in-person
- Administration of the annual client engagement survey
- Development of resources to support client engagement with the Dog A.I.D. programme.

Other:

- Contributing to team meetings, away days and training events both online and in-person
- Attendance at workshops, conferences and volunteer training events when required.
- Contributing to development of organisational processes to ensure maximum efficiency and effectiveness.

Person Specification

Essential

- Experience in a customer facing role.
- Experience in an administrative and/or programme/project support role.
- Confidence with working with IT including a good working knowledge of Microsoft 365 and using CRM's.
- Excellent written and verbal communication skills
- Empathetic and person-centred with interpersonal skills to build great relationships with clients and volunteers.
- Highly organised with the ability to manage and prioritise a heavy workload.
- Ability to work with a high level of accuracy and superb attention to detail.
- Ability to remain calm and diplomatic under pressure.
- Knowledge of GDPR legislation and experience in handling sensitive and confidential information
- Proactive, self-motivated and uses their initiative to get things done.
- A strong team member who sees the “bigger picture” and is able to consider the work of others and how different workstreams fit together.
- Comfortable with being with dogs in the workplace.

Desirable

- Awareness and understanding of the Social Model of Disability
- Awareness and understanding of the impact of Assistance Dogs and/or the work of Assistance Dog organisations.
- Experience of working within a small/medium sized charity
- Working within standards frameworks
- Knowledge of safeguarding

How to apply

Thank you for your interest in applying for the Programme Support and Engagement Officer role with Dog A.I.D. to help to grow and develop this small charity to support many more people with disabilities throughout the U.K. to become more independent through training their own dog as an Assistance Dog.

In order to apply, please send a copy of your CV and a covering letter via email with the subject as “Application for Programme Support and Engagement Officer Role” Belinda.johnson@dogaid.org.uk by **midnight, Friday 31st May 2024.**

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

Applications will be reviewed in the week commencing 3rd June and we will invite shortlisted applicants to an initial panel interview via Microsoft 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 the CEO, Belinda Johnson, before making your application, please contact Belinda.johnson@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.

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: 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

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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.