

Dogs for Good

Job Description



Post: Training Department Support Team Leader
Responsible to: Operations Manager
Responsible for: Training Department Support Officers

Key Tasks

1. To line manage, co-ordinate and distribute tasks and be accountable for the setting and achievement of goals and targets for the charity's Training Department Support Officers.
2. To provide direct administrative support to the Director of Training and Development or other department Managers as required.
3. To support the charity's Training Department Support Officers with regard to phone, email and face to face enquiries about the charity, its current and developing services and general enquires.
4. To support the provision of full administration to the Training Department in terms of all dog supply, puppy co-ordination, volunteer support, insurance and dog retirement across all regions serviced by the charity and across all services the charity provides. This may include providing administration services, where required.
5. To ensure sufficient numbers of client and volunteer applications are processed for the regions serviced by the charity so Training Department staff can follow set processes, thus allowing all applicants to be assessed in line with the charity's agreed timescales.
6. To support the delivery of change across the charity by engaging with and obtaining support from the Training Department Support Team and related stakeholders, advocating for, and leading change projects or operations as required.
7. To ensure the production of monthly statistics in relation to the regions serviced by the charity and services provided by the charity as directed.
8. To co-ordinate support for Training Department Staff in arranging training courses for clients, volunteers and other service users in the regions serviced by the charity.
9. To oversee service application lists for all regions to support the charity's annual dog supply and training needs.
10. To co-ordinate the provision of support for applicants, volunteers, clients, other service users and other interested parties / organisations attending training courses, workshops, information days and charity events.
11. To co-ordinate the administration of new projects / services, liaising with Training Department Managers and Team Leaders as required.

12. To co-ordinate the provision of administration support to the Operations Manager, as required.
13. Represent the Training Department and liaise with the Communications Team in relation to regular stakeholder newsletters and information updates.
14. To undertake regular audits of the Training Department Support Team to ensure that it is functioning at the highest levels of production with the resources available and identify opportunities or methods to develop the services supplied by the department.
15. To manage the updating and maintenance of the Training Department Database.
16. To manage the process of invoices and financial support with financial sign off to £250.
17. To be fully conversant with the charity's Safeguarding Policy and ensure that staff understand what is required and operate accordingly.
18. To undertake any other tasks as agreed with your line manager.

Key Competencies

1. Leadership
 - Ability to co-ordinate the day to day operational goals of teams of people specialising in service administration, ensuring plans are met to agreed timescales and budgets.
 - Ability to recruit and select staff and volunteers ensuring their deployment is able to provide both individual and charity satisfaction.
 - Ability to coach team members to enhance their performance and create a working environment facilitative of excellence.
2. Knowledge and demonstrable experience of:
 - Microsoft Office packages including Word, Excel, Outlook and Access.
 - Law in relation to dogs.
 - Structure and activities of Dogs for Good.
 - Health and safety implications of dog ownership.
3. Judgement
 - Ability to recognise the need for referral regarding service or charity enquiries and to make referrals in a timely, effective and sensitive manner.
 - An understanding of the needs of different client groups and the effects of these on the Training Department and services provided by the charity.
4. Communication and Contacts
 - Ability to communicate effectively and appropriately both verbally and in writing with a wide range of people including members of the public, home and charity vets, Dogs for Good clients, volunteers, service users, other assistance dog organisations and all levels of staff within the charity.

5. Introducing Change (Creativity)

- Ability to positively embrace change by not only being flexible towards the ideas of others but also putting forward ideas to colleagues, that will enable the charity's work to develop. This will involve creativity in problem solving and making appropriate responses to new ideas and unexpected situations.

Other Requirements

1. Whilst employed by Dogs for Good you will be required to hold a full UK Driving Licence.
2. You may be required to work occasional evening and weekend duties.
3. You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the Charity.