

Dogs for Good Job Description



Post: Operations Manager
Responsible to: Director of Training and Development
Responsible for: Client Services Manager
Dog Supply Manager
Dog Health & Welfare Manager
Dog Training Manager
Training Department Support Team Leader

Key Tasks

1. To manage, implement and oversee the day-to-day smooth running of the charity's established services and to support the dog supply requirements of all services offered by the charity.
2. To develop and maintain a supportive and values-orientated culture within the Training Department, focused on collaboration and continuous improvement.
3. To discuss, agree and ensure the department meets its dog training and services support targets.
4. To ensure that quality is maintained at all points in the process and that staff work to the highest possible standards.
5. To ensure that the administrative systems to support technical services are efficient, effective and timely.
6. To ensure that clients receive the best possible and most appropriate programme of training and support to meet their needs. Where appropriate, this should include a comprehensive aftercare service.
7. To ensure all dog-related activities are managed in a way that meets the dog's health, welfare and wellbeing needs in line with Dogs for Good policies and procedures, required current legislation and relevant industry-approved standards.
8. To ensure that the necessary planning processes are in place to meet future production targets. This involves ensuring dog supply processes are in place – dog supply, puppy socialisation, health and welfare, staffing complements, as well as client development and management.
9. To ensure that appropriate statistics are collected and analysed to support the development of services.
10. To ensure appropriate staff training / development plans are in place for every member of staff across the Training Department and that learning from all services is shared across the organisation.
11. To ensure the Directors and Trustees are aware of any infrastructure needs within the department.

12. To keep up to date and informed of developments within the services offered and across the relevant industry. To keep Directors and Trustees informed on all matters relating to development and / or relevant legislation.
13. To ensure the department operates within budget.
14. Any other task agreed with your line manager.

Key Competencies

1. Excellent communication skills that enable clear communication with staff in an effective and stimulating coaching style.
2. Process management skills to oversee the smooth running and delivery of a production system enabling the charity's services to run efficiently, timely and successfully.
3. Practical knowledge in the following areas:
 - Dog and human psychology
 - Dog training matters including the analysis of temperaments, behaviour, appropriate training methods and requirements, public image, solution of training and behaviour problems
 - Managing staff training and development processes
 - Administrative systems
 - Law in relation to dogs
 - The health and safety implications of dog and client handling
 - Basic disability and diagnosed condition issues
4. Experience of communications work with a wide range of media.
5. A genuine interest in the work of Dogs for Good.

Other Key Relationships

At times, the Operations Manager will need to work closely with the following post-holders within Dogs for Good in addition to the Director of Training and Development (line manager):

- Chief Executive
- Director of Finance & Administration
- Director of Marketing
- AAI Services Development Adviser
- Development Manager

Other Requirements

1. You are required to hold a current UK Driving Licence whilst in this post.
2. You will be required to undertake a Basic DBS check.
3. You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the charity.
4. You will occasionally be required to work and stay away from home for short periods.

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