

# Dogs for Good Job Description



**Post:** Dog Supply Manager  
**Responsible to:** Head of Production  
**Responsible for:** Dog Supply Co-ordinator  
Puppy Co-ordinators  
Rehoming Co-ordinator  
Dog Supply Team Leader (contract position until June 2019)

## Key Tasks

1. To manage the supply of dogs for all Dogs for Good services and the development of all Dogs for Good puppies from all centres and to be involved in the development and implementation of policy relating to that provision.
2. To meet agreed dog supply and puppy targets within the specified budgets and set timescales.
3. To utilise the charity's resources effectively in carrying out its work.
4. To provide regular monitoring reports to the Head of Production on all aspects of the charity's dog supply, puppy socialisation and rehoming activities.
5. To manage, develop and facilitate support for the charity's breeding scheme, dog supply, puppy development and re-homing programmes and to initiate strategies, plans and proposals for achieving best practice within the context of the charity's strategic goals and in coordination with other charity teams.
6. To facilitate research and utilise analysis of breeding and puppy development data to develop and implement strategies, plans and projects to achieve best practice in the charity's breeding scheme, dog supply, puppy development, rehoming and volunteer management.
7. To recommend dogs for withdrawal from puppy socialisation in consultation with the Dog Training Manager, Dog Health and Welfare Manager, Client Services Manager, Development Manager and Head of Production.
8. To oversee the recruitment, training and effective deployment of volunteers within the charity's breeding scheme, dog supply, puppy development and rehoming programmes and to work with other teams utilising volunteers as required.
9. To ensure there is effective and timely communication with all relevant staff and volunteers including the sharing of knowledge and learning across the charity.
10. To oversee the recruitment, training and effective deployment of staff.
11. To ensure dog supply, puppy co-ordination and rehoming staff have Annual Reviews and are supported in their work.

12. To ensure that accurate records for both internal and external needs are maintained by relevant staff.
13. To play a major part in the overall management of the charity through working closely with staff and managers across the Training Department and attendance at management meetings as required.
14. To ensure all dog supply and puppy development 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.
15. To investigate complaints and incidents relating to the charity's puppies and rehomed dogs and take appropriate action and / or make recommendations to the Head of Production.
16. To make and maintain links with other assistance dog charities and related dog organisations and individuals.
17. To provide occasional duties to maintain out of hours cover by use of a mobile phone and respond appropriately to issues, as required.
18. To support the charity's PR efforts by: recognising and promoting the unique role of dog supply and puppy development in the charity's communications and fundraising work; building strong relationships between the Charity's dog supply volunteers and its communications and fundraising teams.
19. To work effectively with the charity's volunteers to achieve positive outcomes for the charity and its dogs and to represent the charity publicly on dog related matters, as appropriate.
20. To be fully conversant with the charity's Safeguarding Policy and ensure that staff understand what is required and operate accordingly.
20. To carry out other tasks agreed with the Head of Production.

### **Key Competencies**

1. Ability to provide high quality personal judgement in relation to the following:
  - Understanding the needs and motivation of the technical staff, ensuring that they are supported and able to work effectively.
  - Dog supply matters including breed traits, appropriate training methods and requirements and the process of ensuring a high quality stock is produced for the charity.
  - Dog training matters, including solutions for training and behavioural problems and referral options.
  - An understanding of the needs of staff, clients and volunteers and the effects of these on dog supply, development and training.
  - Dealings with non-technical staff, clients and members of the public.
  - Proven knowledge and experience of dog training, puppy development, brood bitch/stud dog management and dog health and welfare.

2. Ability to think strategically and, within the context of the charity's strategic direction, plan and implement best practice approaches to breeding, dog supply, puppy development and volunteer management.
3. Ability to take an evidence based approach to resolving complex problems and planning responses to risks and issues.
4. Ability to oversee teams of people – both central and remote workers - specialising in different elements of the dog production process, co-ordinating their activities and coaching them to ensure plans are delivered to agreed timescales.
5. Ability to plan the work of yourself and other staff to meet targets within agreed timescales and budgets. Be organised to ensure that time and other resources are utilised effectively for you, colleagues, volunteers and clients.
6. Ability to communicate effectively and appropriately with a wide range of people internally and externally. This will include volunteers, clients and their families, other professional service providers, representatives from other assistance dog charities, members of the public, other managers within the charity and all other colleagues, including cross departmental colleagues.
7. 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 Dogs for Good's work to develop. This will involve creativity in problem solving and making appropriate responses to new ideas and unexpected situations.
8. Practical Knowledge in the following areas:
  - Structure and activities of Dogs for Good
  - Planning and managing a supply process
  - Advanced theory of practical dog training
  - Law in relation to dogs
  - Knowledge of key disability areas covered by the charity, including relevant medical conditions
  - Advanced instructional techniques
  - Dog and human psychology
  - Teaching and coaching skills
  - Health and safety implications of dog and client handling
  - Budget control

### **Other Requirements**

1. Whilst employed by Dogs for Good you will be required to hold a full UK Driving Licence.
2. You will occasionally be required to work and stay away from home. You will be expected to make personal arrangements to enable you to fulfil this.
3. You are expected to have a good understanding of safeguarding issues and how they should be applied to the work of the charity.