



<b>Job Title:</b>	Dog School Coach
<b>Reporting to:</b>	Head Coach
<b>Location:</b>	Hybrid working model, based in the Rehoming Centre in Dublin with occasional travel to other sites as required

**Job Purpose:**

To help with and support the delivery of the Dogs Trust training initiative through behaviour training with the aim of achieving positive dog ownership and improving dog welfare and behaviour. To undertake relevant administration required to run the Dog School in conjunction with the Head Coach & Coach Promote Dog School throughout Ireland, and lead and assist in online dog training classes.

**About the role:**

Dogs Trust Dog School is a nationwide delivery of dog training and human education for dog owners in their local communities. The aim is to ensure that owners and their dogs can have a positive and fulfilling relationship with each other and other people's dogs in their community; This is achieved primarily through training classes online and in person to cater for a national audience , but also through 1-2-1 training consultations and workshops in order to promote all aspects of canine welfare and training. .

Using only reward-based methodology Dog School's aim is that each dog leaves the school with the ability to follow basic cues and behave well in many of everyday settings.

All Dog School Coaches are expected to manage the administrative aspects of Dog School, take part in and lead classes.-The skills needed to be an effective team member include: great customer service skills, an ability to be prompt and accurate when conducting administrative duties, being able to problem solve, being adaptable, proactive and reactive to the customer and dog's needs, both at the enquiry stage and in classes.

The coach will deliver our online classes under the instruction and guidance of the head coach. This is an ideal role for aspiring dog trainers. The coach should be able to provide clients with support and advice in regards to their dog, and to lead classes. All team members are expected to contribute towards the achievement of the school's targets and KPIs, including the number of training class places booked and customer retention. Including reviewing customer feedback and making adjustments and changes based on this feedback.

All Dog School staff are expected to work flexibly across the week, including evenings and weekends, to ensure all classes and relevant activities are delivered in a manner which is reflective of our target audience and in accordance with Dog School and Dogs Trust policies.

The Dog School coach is expected to support the drive of the future offering of the department through content creation improvements and enhancements. This means looking for improved and innovative ways to share training and advice with dog owners across Ireland.

Dog School is a pillar which sits within the Training and Engagement department, objective of this department is to develop a holistic approach for engaging and empowering humans across Ireland to help all dogs live life to the full now and in the future under our strategy. This pro-active work focuses on spreading knowledge within all communities about dogs' needs far and wide to prevent problems becoming crises. At a grassroots level, the objective is to move closer to owners, potential owners, those who care for dogs and the public to influence positive relationships.

The Training and Engagement department is made up of two pillars: the Education and Community team and Dog School team. As a whole, the team create and deliver in-person and/or online programmes, workshops and content to adults, schools, other organisations and groups of individuals across the Republic of Ireland, while also providing dog training programmes to support the transfer of dog training skills to the owner. This content is created with the dog owner and dog welfare at the centre of it, addressing the needs of all communities, as a 'one size fits all' approach will not necessarily work across all audiences.

Dog School team members are required to have a full manual driving licence.

**Key Job Responsibilities:**

Deliver dog school classes through a various formats such as online and through face to face sessions in line with Dog School operating procedures, successfully transferring the training skills to dog owners

Assess client progress, evaluating skill transfer efficiency being able to adapt to client issues and suggest progress actions

Complete all administrative duties, competently and accurately using the current Dog School admin procedures to deal with customer enquiries, class booking and payments (cashless) in a timely and organised manner. To have an exceptional ability in customer service and an outstanding phone manner.

Facilitate additional education opportunities for dog owners, communities and organisations, showcasing the training and engagement offering

Review Dog School feedback loops and reports to assess effectiveness of offering and suggest areas for continuous improvement based on the client needs

Engage with the wider Training and Engagement activities and initiatives to facilitate and contribute to ideas, content and future offering of the department

Other reasonable duties as required by the Head Coach, or Dogs Trust Ireland Senior Management.

\*For guidance only. This is averaged out over the year.

**Other key areas of activity:**

**Management of Resources**

All employees are responsible for managing their own time and resources.

**Financial Responsibility**

For the processing of payments for classes via electronic payment.

**Management of people**

May provide guidance to Volunteers supporting the Dog School.

**Health and Safety**

All individual employees have a duty of care for their own health and safety and that of others who may be affected by their actions.

Responsible for the safety of themselves and members of the public and their dogs during Dog School Classes.

**General Data Protection Regulations (GDPR)**

For the quality of data collected on participants in Dog School and ensuring it is maintained, in line with GDPR and Dog School policies.

**Major internal and external relationships:**

Internal relationships with colleagues in Dogs Trust Ireland, local relevant organisations, participants and members of the general public.

<b>Person specification:</b>
<b>Educational qualification, skills, experience and behaviours</b>
Animal care qualification or similar relevant academic study would be advantageous but not essential.
Demonstrate passion for helping dog owners better understand their pets, with the aim of encouraging a positive long-term pet owner relationship.
Administrative experience including excellent organisational skills and IT experience (Word, Excel, Outlook, MS Teams, Power point, Adobe, Miro). Any other IT skills would be advantageous.
Understand how reward-based training methods impact upon welfare and how these methodologies support training new behaviours and in rehabilitation work.
Some understanding of dogs that are anxious or fearful, and with guidance, provide flexible solutions for the training of such dogs and education of their owners.
Excellent verbal communication skills, including listening skills in order to successfully: <ul style="list-style-type: none"> <li>• Present and deliver training classes to small groups and/or 1 – 1 consultations.</li> <li>• Deliver talks/seminars to large/small groups.</li> <li>• Explain to owners about reading canine body language and vocalisation so they can better understand their dogs.</li> <li>• Explain to owners about the motivation behind their dog's behaviour.</li> <li>• Provide excellent customer service to the general public and owners, including the ability to be empathetic and adaptable to each owner's situation.</li> <li>• Develop and maintain professional relationships with Rehoming Centres, other colleagues in Dogs Trust and other relevant professionals.</li> </ul> Speak with customers on the phone regarding their booking enquiries and training needs and being able to advise on their dog's suitability for classes and give basic behaviour advice.
Resilience to manage the potential demands of the role.
Ability to work flexibly across the week to meet the needs of Dog School, which includes regular evening and weekend working.
Full manual Driving Licence

Time of assessment: A= Application; I = Interview; E = Written Exercise/Practical Task

*The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.*