

Dogs for Good

Director of Operations & Delivery

Candidate pack
June 2026



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Introduction

DOGS FOR GOOD

A welcome from our Chief Executive

Thank you for your interest in joining Dogs for Good as our Director of Operations & Delivery.

At Dogs for Good, we believe in the extraordinary bond between people and dogs, and the life-changing impact that partnership can bring. Every day, our work supports individuals, families and communities to build stronger, more independent lives, and none of this happens without the strength of our people, our purpose, and the quality of our services.

This is a particularly exciting and important time for our organisation, as we are embarking on the implementation of a new operating model. This role will be central to turning that ambition into reality: translating strategy into clear operational delivery, ensuring our services are aligned, effective and sustainable, and leading our organisation through change with clarity and care.

We are looking for someone who combines strong operational leadership with a calm, thoughtful approach. You will need to be able to navigate complexity, use data and insight to guide decisions, and bring people together to deliver high-quality, ethical services. You will play a vital role in maintaining and strengthening the standards we are known for, particularly in dog wellbeing, training and ethical practice.

This is a role with real breadth and impact, and will shape how we deliver our services, how we use our resources, and how we continue to grow our contribution to the communities we serve. It requires a balance of strategic thinking and operational focus, alongside a genuine commitment to our mission and values.

If you lead with collaboration, integrity and a coaching approach, and are committed to creating an environment where people feel supported, challenged and empowered to do their best work, and where continuous learning and improvement are part of everyday practice, then this could be the perfect role for you.

If you are ready to play a key role in guiding Dogs for Good through this next chapter, we would be delighted to hear from you.

Thank you again for your interest.

With best wishes,



Ed Bracher
Chief Executive Officer



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About us



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About us



DOGS FOR GOOD

Our story

It's an exciting time to join the Dogs for Good team!

In the UK, millions of people are finding the world around them inaccessible or unsupportive of their needs. For many people, including those affected by disability, dementia, autism or mental ill health life is increasingly difficult and often isolating.

Dogs for Good is dedicated to advancing the boundless possibilities of what a connection between people and dogs can enable – in making everyday life fuller, healthier and happier for everyone involved.

Inspired by the way her own dogs instinctively wanted to help, our founder, Frances Hay set up the charity in 1986. Frances's vision was to help disabled people by training assistance dogs to make daily life easier. In 2015, we changed our name from Dogs for the Disabled to Dogs for Good to reflect the wider community that we support.

Our ground-breaking work has shown us how dogs and the bond we share with them can lead to happier, healthier lives. By 2028, our aim is to support over 6,000 people per year through life-changing connection with a dog. We work with individuals, families and communities in a person-centred way, developing a deeper understanding of the human-dog bond that enables both person and dog to benefit from the relationship.

We do this by:

- Matching people with our highly skilled assistance dogs.
- Helping families make the most of the relationship with their own dog.
- Providing community-based support for groups of people who can benefit from a connection with our dogs.
- Working with research partners to advance our work and advocate for the wellbeing and inclusion of people and dogs who support them.



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About us

DOGS FOR GOOD

It's the extraordinary connections between people and dogs that make everyday life possible. And with every connection made, a new world of possibilities opens up...

- With Sherlock by her side, Kelsi has been able to overcome severe pain and mobility challenges to find her voice and freedom.
- Autism assistance dog Paddy has brought calm and focus for Amelie enabling her to access the world and see a future for herself in it, while also helping mum Victoria, in her own words, 'be a better parent.'
- And thanks to Walt and his handler Sarah, young people being supported by specialist mental health services are confronting their fears and discovering new ways to express themselves.

These are dogs that open doors, build connections and bring families and communities together.

My proudest moments are watching the bond form between a client and their dog and seeing the potential they have together. That's when you know the hard work is changing lives."

Jess, Trainer



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About us



DOGS FOR GOOD

Our belief

Dogs and the bond that we share with them enable people to lead healthier, happier lives.

Our truths

- Connections between people and dogs make for a more inclusive society, where dogs play a valuable, often life-changing role alongside people.
- Dogs can support people in ways other humans can't — without judgement or agenda — helping them to feel more visible in their communities.
- Understanding the needs of each person and dog in equal measure leads to a stronger, more supportive bond between them — resulting in a better life for both.

Our purpose

We bring people and dogs together to make life possible.

Our promise

To our community, to the people we support and to the dogs we work with, we will ...

Seek to understand

- We see each other, every person and dog we work with as an individual.

Respect all needs

- We listen and see the needs of each person and every dog to give the best and most informed outcomes.

Make positive connections

- Everyone has a part of play in building positive connections to make life feel possible.



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About us



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Our services

Family-focused workshops and guidance

Workshops and guidance to help families explore how deeper connections with a pet dog can benefit everyday life.

Family Dog is a unique programme that helps families explore how a pet dog, either your current companion or one you are thinking of getting, can provide emotional and practical support at home. The programme is specially designed for families with autistic children, individuals with a physical disability or dementia, and anyone supporting a family member with diverse or complex needs.

Working in the community

Our Community Dog programme helps people overcome specific challenges in all sorts of community settings.

Our community activities are created in partnership with specialist services – this could be young people’s mental health, social care for adults who have learning disabilities, or dedicated support for people with dementia. [Our team of dogs, handlers and practitioners](#) work closely with people in their communities, understanding how to help them achieve their goals over time.

The support we offer each person or group of people is unique, but our aim is always the same: to help people get the most out of their connection with a dog. When we partner with a specialist service or community organisation, we create a collaborative working relationship so we can be sure to meet the needs of the people we support.

Our sessions are based on [Animal Assisted Services](#) and are specially tailored to the needs of the people we’re working with, moving at a pace and level that enables people and our dogs to benefit from time spent together.

Creating assistance dog partnerships

We match people and our specially trained dogs to form life-changing partnerships. Our assistance dogs offer both emotional and practical support, enabling people to better access the world, build confidence in their abilities and live fuller, more independent lives.

Read more about our services [here](#).



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3 Job description



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Job description

Role details

Director of Operations & Delivery

Salary	£60,000 - £65,000
Hours	Full time - 35 hours per week
Contract	Permanent
Location	The Frances Hay Centre, Banbury Ln, Banbury OX17 2BS / hybrid working
Reports to	The Chief Executive
Direct reports	The directorate team size is 48, including 5 direct reports: <ul style="list-style-type: none">• Services Manager• Dog Supply Manager• Health & Welfare Manager• Research & Development Manager• Strategy & Quality Assurance Manager
Other key relationships	<ul style="list-style-type: none">• Our Board of Trustees• The Director of Canine Strategy & Development• The Director of People• The Director of Finance• The Director of Income Generation• Volunteers
Benefits	<ul style="list-style-type: none">• 25 days annual leave plus public holidays, with additional holiday added with length of service, plus additional days off at Christmas.• Your birthday off (and if you don't celebrate or observe birthdays, you can still take a day off to do something meaningful to you).• Employer pension contribution of up to 10%.• Group income protection plan (after qualifying period).• Group personal accident insurance (after qualifying period).• Access to Mental Health First Aiders, Menopause Champions and regular wellbeing activities and initiatives.



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Job description

About your role

Your key focus will be to own the continued delivery and implementation of our new operating model - the largest programme of change in the charity to date. In addition to this, you help turn our strategy into practical, coordinated plans that guide day-to-day service delivery, and provide strong operational leadership, making sure that our services remain efficient, impactful and of a high standard.

You also uphold excellent dog wellbeing and ethical practice, ensuring we continue to operate above recognised standards. You manage budgets, people and resources with care to keep our operations sustainable and effective. With a strong focus on quality and impact, you support ongoing learning and improvement across our services. You also play an important role in organisational governance, contributing through forecasting, clear reporting and collaborative, thoughtful leadership.

About you

You bring a calm, structured approach to leading operational activities, with a strong ability in using data and insight to guide decisions. You're analytical and are comfortable interpreting trends, identifying patterns and turning evidence into practical improvements. You take a thoughtful and measured approach to planning, forecasting, reporting and assessing service performance. You also lead through others, using a coaching style that helps our people think things through, build confidence and take ownership of their work.

You care about quality, consistency and ethical practice and you communicate clearly, building trust across teams and balancing support with constructive challenge. You bring a grounded, purposeful leadership presence that provides clarity and direction and fosters cross-team collaboration and clear thinking in a busy environment.



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Job description

Your responsibilities

As our Director of Operations & Delivery, you'll:

- Own the continued delivery and implementation of our new operating model, providing strategic and operational leadership through a period of significant organisational change.
- Translate the overarching organisational strategy into clear operational plans, setting clear priorities, measurable goals and timelines that guide delivery across teams.
- Coordinate cross-team activity to make sure that programmes are aligned, well-sequenced and delivered efficiently.
- Provide day-to-day leadership and oversight of all operational services, ensuring they run safely, consistently and to agreed standards.
- Maintain and continuously strengthen standards of dog wellbeing, training and ethical practice, ensuring compliance with or above ADI/AASI expectations.
- Oversee operational budgets, resource allocation and forecasting to make sure that our services remain sustainable and aligned with charity purpose and priorities.
- Lead the development and monitoring of service standards, impact measures and quality assurance processes to ensure strong outcomes and continuous improvement.
- Use data, insight and performance reporting to identify risks, inform decision-making and support operational planning.
- Produce clear, timely reports and analysis for the executive team and board, supporting effective governance and organisational oversight.
- Lead on the delivery of ad-hoc initiatives, new ways of working and general programmes of change within your department.
- Provide strong operational leadership, fostering a culture of accountability, learning and ethical practice.



After I started using a wheelchair, everything felt different. With my dog, people ask, 'What's their name? What do they do?' Dogs for Good gave me confidence again.

Mary, Assistance Dog Partner



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Person specification



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Person specification

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Your skills, experience and approach

It's **essential** that you:

- Have significant operational leadership experience, ideally in a multi-service or complex delivery environment.
- Have demonstrable experience of leading change across services or teams, with the ability to guide people through uncertainty, communicate clearly and embed new ways of working in a steady, supportive way.
- Take an analytical and data-driven approach, with the ability to interpret trends, assess performance and use insight to inform decisions.
- Have experience of translating strategy into clear operational plans, priorities and measurable goals.
- Have confidence in working with digital tools, CMS, data systems and/or operational dashboards.
- Have a demonstrated ability to manage budgets and resources, including forecasting and monitoring expenditure.
- Bring experience of leading service quality, performance or impact measurement, with a track record of driving continuous improvement.
- Are skilled in cross-team coordination, making sure that services are aligned, efficient, and well-connected.
- Have an interest in or understanding of safeguarding, ethical practice and/or animal welfare standards.
- Are a clear, confident communicator and able to produce high-quality reports, analysis and operational insights for senior leaders and Boards.
- Take a coaching-style leadership approach, supporting others to think clearly, develop capability and take ownership.
- Have a calm, structured, and reflective working style, with the ability to navigate operational complexity with sound judgement.



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Person specification

It's **beneficial** if you:

- Have experience of working in a charity, health, social care or community-based service environment.
- Have knowledge of canine wellbeing standards, training or the wider canine sector (including ADI/AASI frameworks).
- Have experience of designing or implementing quality assurance systems or service-wide improvement frameworks.
- Have familiarity with impact measurement tools, evaluation methods or outcomes-based reporting.
- Have experience of managing or contributing to organisational governance processes.
- Have a background in operational risk management or compliance.
- Are familiar with innovation approaches/methodologies such as test-and-learn or service design.
- Have experience of using Microsoft Dynamics 365.

Other requirements

- You must have the right to live and work in the UK.
- You must be comfortable working around dogs.
- Driving the charity's vehicles is part of the role so a full driving licence is preferred, but we'll work with you to find alternative solutions if reasonable adjustments are required. You must be over 21 years old to drive our charity vehicles.
- As you'll be working with vulnerable people, you'll be required to undergo a DBS check. This will be renewed every 4 years.
- You'll be expected to have a good understanding of safeguarding issues and how they should be applied to the work of the charity and its partner organisations. Full training on this will be provided during your induction.
- Given the nature of the role, sometimes you may need to work flexibly, and this may occasionally involve working evenings and/or at weekends. You'll be given time off in lieu (TOIL) for this.



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5 How to apply



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How to apply



DOGS FOR GOOD

Dogs for Good is working exclusively with Charisma Charity Recruitment.

Applications should be submitted through the [Charisma website](#) and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role and describing any potential conflicts of interest

For an informal and confidential discussion about the role, please contact:

Katherine Anderson-Scott, Executive Director at Charisma Charity Recruitment on 01962 813300 or email info@charismarecruitment.co.uk

We welcome and encourage expressions of interest from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

Closing date: Sunday 26th July 2026

Charisma vetting interviews must be completed by EOD on the 5th August, prior to shortlisting on the 6th August.

Interviews with Dogs for Good:

- **1st stage interviews will take place online - w/c 10th August**
- **2nd stage interviews will be held in person and include a tour of the site - w/c 17th August**



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