



**Working
for**

Dog



School

**Thank you for your interest in
working for Dog School.**

As a rapidly growing initiative, we are looking for passionate, hardworking people to come and join our amazing team of dog trainers; this handout is designed to tell you more about why this could be the ‘pawfect’ job role for you!

Dogs Trust Dog School



In an average year, Dogs Trust care for over **11,000** dogs in our centres – but we are increasingly aware that dogs are given up to us because they have developed behaviours that their owners find difficult to live with.

In 2023, 20% of people who called Dogs Trust to relinquish their dogs said that it was due to their dog’s behavioural problems.

In 2015 Dogs Trust launched Dog School, an initiative designed to provide high quality, welfare friendly advice on dog training and behaviour through fun, educational dog training sessions. We want to help dog owners to form a life-long bond with their dogs through reward-based training, have a good understanding of the behaviour of their dog and avoid the common pitfalls that can lead to problem behaviours.

**Find more details about Dog School at
www.dogstrust.org.uk/dogschool**

The owners and dogs that we help

In 2023 **17,500** dogs brought their owners to Dog School classes; this is set to grow to **19,500** in 2024. One third of those were puppies (under 18 weeks old) when they started classes with us so the cuteness factor of any role in Dog School is very, very high!

Dog School has grown rapidly since its inception in 2015 and now has **26 Dog School locations** in the UK.



Team Structure

Dog School staff make up part of the Community Education and Engagement (CEE) team. Dog School staff work alongside Community Engagement Officers and Education Community Officers within 11 focal areas of the UK to develop an understanding of the local dog welfare issues and deliver programmes that achieve real change for dogs and their owners.

The CEE team sits within Dogs Trust's Operational directive and as part of the Prevention and Community Engagement department.

A simplified version of our organogram is below:



What skills do we teach?

Dog School classes combine training skills and exercises to prepare dog owners for everyday life. We give them lots of information to help them understand their pooch and avoid common behavioural issues. Some of the course content includes:

- 🐾 How dogs learn new things.
- 🐾 How to manage common puppy behaviours, such as mouthing or chewing.
- 🐾 How to help dogs to settle down and relax.
- 🐾 How to encourage dogs to pay attention and respond to their name.
- 🐾 Teaching dogs to sit when asked.
- 🐾 Helping owners to ensure their dog comes back when called.
- 🐾 The skills owners need to make sure their dogs are relaxed when left alone to avoid separation anxiety.
- 🐾 How to 'speak dog' so owners recognise when their dogs are worried.
- 🐾 Making sure puppies have positive interactions with other dogs.
- 🐾 How to teach dogs to walk nicely on the lead.
- 🐾 For owners who have already attended a course but who need more support with their training, they can attend one off workshops
- 🐾 Teams can also cover skills such as recall, walking nicely on the lead and building confidence in 1-2-1's with owners.



To see footage from our classes and information on the skills we teach, visit our Dog School Youtube channel:

www.youtube.com/channel/UC5nvaKq4_l25et0ysZByaig

A week for a busy Dog School

Here is an example of a typical class timetable at one of our schools at maximum capacity.

Teams consist of three team members, with two members of staff likely to be present at any class. Therefore, staff can expect to typically be at three of the four teaching venues per week. A typical rota is also shown on the next page.



Cornerstone Centre, West Byfleet

Thursday: Evening

Cornerstone Centre, West Byfleet, Cornerstone Centre,
Camphill Road, West Byfleet, KT14 6EH

[Book here](#)

Holmbury St Mary Village Hall, nr Dorking

Tuesday: Evening

Holmbury St Mary Village Hall, nr Dorking, Felday Glade,
Holmbury St. Mary, Dorking, RH5 6PG

[Book here](#)

Shalford Village Hall, nr Guildford

Wednesday: Evening

Shalford Village Hall, nr Guildford, Shalford Village Hall,
Kings Road, Shalford, Guildford, GU4 8BQ

[Book here](#)

Our Lady & St Peter's Church Hall, Leatherhead

Saturday: Morning, Afternoon

Our Lady & St Peter's Church Hall, Leatherhead, Our Lady
and St Peter's Church Hall, Copthorne Road, Leatherhead,
KT22 7EZ

[Book here](#)

A typical team's rota

Here is a sample rota of what life could look like if you are successful in getting the role with Dog School. The full-time hours of 37.5 a week would normally be split over 5 days (Monday through to and including either a Saturday or Sunday) and be a mixture of day time and evening work. Breaks (an hour per working day) are in addition to the 37.5 hours worked. Part-time hours are spread throughout the week (including a Saturday or Sunday) and can be a mixture of day time and evening work. Much of the Dog School staff's activity is conducted in the community (delivering classes and other interventions to the public, as well as liaising with local stakeholders).

Dog School staff are either home based or based in a Dogs Trust Rehoming Centre for administrative duties. Please refer to the job advert for these details on the role you are applying for.

Week 1	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total hours inc lunch break	Total hours worked
	Date			Date			Date			Date			Date			Date			Date				
	Venue 1			Venue 2			Venue 3			Venue 4 (121's)			Venue 5										
Head Coach	8:30 AM	5:00 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	OFF	OFF	0.00	OFF	OFF	0	42.50	37.50
Senior Coach	8:30 AM	5:00 PM	8.50	OFF	OFF	0.00	1:00 PM	9:30 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	OFF	OFF	0	42.50	37.50
Coach	OFF	OFF	0.00	4:00 PM	9:30 PM	5.50	4:00 PM	9:30 PM	5.50	OFF	OFF	0.00	OFF	OFF	0.00	8:15 AM	5:00 PM	8.75	OFF	OFF	0	19.75	18.75

Week 2	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total hours inc lunch break	Total hours worked			
	Date			Date			Date			Date			Date			Date			Date							
	Venue 1			Venue 2			Venue 3			Venue 4 (121's)			Venue 5													
Head Coach	8:30 AM	5:00 PM	8.50	OFF	OFF	0.00	8:30 AM	5:00 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	OFF	OFF	0	42.50	37.50
Senior Coach	OFF	OFF	0.00	1:00 PM	9:30 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	OFF	OFF	0	42.50	37.50
Coach	OFF	OFF	0.00	4:00 PM	9:30 PM	5.50	4:00 PM	9:30 PM	5.50	4:00 PM	9:30 PM	5.50	10:00 AM	12:15 PM	2.25	OFF	OFF	0.00	OFF	OFF	0	OFF	OFF	0	18.75	18.75

Week 3	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total hours inc lunch break	Total hours worked			
	Date			Date			Date			Date			Date			Date			Date							
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Senior Coach	8:30 AM	5:00 PM	8.50	1:00 PM	9:30 PM	8.50	1:00 PM	9:30 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	8:30 AM	5:00 PM	8.50	OFF	OFF	0.00	OFF	OFF	0	42.50	37.50
Coach	OFF	OFF	0.00	OFF	OFF	0.00	4:00 PM	9:30 PM	5.50	4:00 PM	9:30 PM	5.50	OFF	OFF	0.00	8:15 AM	5:00 PM	8.75	OFF	OFF	0	OFF	OFF	0	19.75	18.75

Dog School																								
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Senior Coach	OFF	OFF	0.00	3:45 PM	9:30 PM	5.75	3:30 PM	9:15 PM	5.75	OFF	OFF	0.00	8:30 AM	12:15 PM	3.75	8:30 AM	4:45 PM	8.25	OFF	OFF	0	23.50	22.50	
Coach	OFF	OFF	0.00	OFF	OFF	0.00	3:30 PM	9:15 PM	5.75	4:00 PM	9:45 PM	5.75	OFF	OFF	0.00	8:30 AM	4:45 PM	8.25	OFF	OFF	0	19.75	18.75	

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Senior Coach	OFF	OFF	0.00	OFF	OFF	0.00	3:30 PM	9:15 PM	5.75	4:00 PM	9:45 PM	5.75	8:30 AM	12:15 PM	3.75	8:30 AM	4:45 PM	8.25	OFF	OFF	0	23.50	22.50			
Coach	OFF	OFF	0.00	3:45 PM	9:30 PM	5.75	3:30 PM	9:15 PM	5.75	1:00 PM	9:15 PM	8.25	OFF	OFF	0.00	OFF	OFF	0.00	OFF	OFF	0	OFF	OFF	0	19.75	18.75

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Senior Coach	8:30 AM	10:30 AM	2.00	3:45 PM	9:30 PM	5.75	3:30 PM	9:15 PM	5.75	3:30 PM	9:15 PM	5.75	8:30 AM	11:45 AM	3.25	OFF	OFF	0.00	OFF	OFF	0	OFF	OFF	0	22.50	22.50
Coach	OFF	OFF	0.00	OFF	OFF	0.00	3:30 PM	9:15 PM	5.75	3:30 PM	9:15 PM	5.75	OFF	OFF	0.00	8:30 AM	4:45 PM	8.25	OFF	OFF	0	OFF	OFF	0	19.75	18.75

Please be aware that rotas are for demonstration purposes only and could vary. Any commuting hours are in addition to the hours stated.



Development Opportunities



It is important that our Dog School staff have adequate training and support. Therefore, we provide lots of opportunities for ongoing development, including:

- 🐾 All new members of staff attend a Dog School new starter course, covering all the information you need to get you started with supporting owners and dogs with their training.
- 🐾 Continuous upskilling and support from our dedicated Training and Development team.
- 🐾 Our VLE (Virtual Learning Environment) system where ongoing training can be accessed from the comfort of your desk.
- 🐾 All team members are developed towards their APDT (Association of Pet Dog Trainers) assessment and ongoing membership is paid for. To date, over 50% of the team have already passed their assessments.
- 🐾 For team members needing extra development within their roles, there are internal courses such as Customer Service, Presentation Skills and Key Management Skills.
- 🐾 Staff members are supported by their line manager in the areas of their role where they need further development.
- 🐾 Opportunities to gain additional skills within your role - 40% of our current Dog School team across the UK have received promotions since coming to work for Dog School.

FAQ's

I've never trained dogs before, but this job sounds great. Should I apply?

Yes! We are looking for people from all kinds of backgrounds who are passionate about working with owners to understand the best way to train their dogs and form the best bond possible with their four-legged friend. We are especially interested in people with teaching (in all kinds of disciplines) or customer service backgrounds and anyone who thinks they have passion, commitment, the desire and ability to work as part of a team. You must also have lots of confidence as this will be required when teaching or presenting in front of a room of owners or dog professionals.

How quickly will I be teaching classes?

This really depends on the role you have applied for, how quickly you progress and how much previous teaching experience you have. All employees teach each element of classes before passing their 6-month probation, although it can take longer for some coaches to feel confident enough to teach a whole class unaided. (Senior Coaches and Head Coaches are expected to be able to take the lead with teaching more quickly and this can be discussed at interview).

What will my working hours be?

There is an example rota above that can be referred to. The rota is flexible which means that it will change each month in line with the needs of the business, but you will always receive this in advance. This role will suit someone who likes variety in their week, working a mixture of daytime shifts, evening shifts and frequent weekend work. Many of our staff say how much they enjoy their days off during the week, or having mornings free before they start work.

How much time will I spend with dogs?

This is a people-focused role and the job will appeal those who love working with people and changing behaviours and attitudes through fun and engaging learning. The bonus is there are loads of lovely dogs around too! However, this isn't a role that requires much hands-on time with dogs, so anyone looking for this type of role may wish to refer to www.dogstrust.org.uk/jobs

Other than teaching classes, what else will I be doing during my working day?

Some of your working week is spent outside of training classes; tasks include following up with owners before and after their classes, preparing materials for classes and developing relationships with other local organisations in order to promote Dog School classes e.g. engagement with vet professionals.

What computer skills will I need?

There is a good level of computer skills required – competent use of Outlook and Word and basic Excel skills are needed. We have our own computer programme where all of our bookings are made, so the ability to pick things up quickly would be essential.

Why do I need a manual driving licence?

Every school has a van to drive between classes and everyone must have a full manual driving licence and be confident to drive a van (with some initial training and support!)



Dogs Trust Benefits

When you join

- 🐾 A minimum of 27 days annual leave per annum, plus bank holidays
- 🐾 An Employee Assistance Programme – A free of charge, confidential independent service to support you in case of home or work issues, challenging situations or medical concerns
- 🐾 Discounts with selected providers
- 🐾 Life Assurance

After 3 months

- 🐾 A generous pension scheme

After completion of probation

- 🐾 Discounted gym membership
- 🐾 Dental insurance

Waggy tails

A day in the life of Jenny, a Dog School Coach

Is it all cuddling puppies, running wild with adolescent dogs and teaching our grown up four-legged friends to do tricks? Although our days are filled with lots of cute pooches, we also have lots of other important roles in ensuring that any problem behaviours are prevented.

So, as the saying goes, the early bird catches the worm!

My day often starts by being greeted by the friendly faces of my team; whether it's at the office or via a virtual platform, it's always nice to have a morning catch up. The Dog School teams are small and family-like, so it is important that we work professionally together by adjusting to and understanding each others different work styles.

Our days can be full on, filled with various tasks to complete but people are the focus of everything we do, so when they get in contact with us regarding training, it's all systems go! We are often contacting customers on the phone or by email to offer some extra support before, during or after classes, or directing customers to other internal or external services. We regularly run one to one sessions for customers, be that face to face or virtually to support them with their individual needs. We also run workshops for those owners who want to spend a fun 2 hours with us learning the ins and outs of training a specific skill, such as trick training!

On our admin days we lend our hand to much more than purely contacting customers. We perform a variety of other tasks, such as sending marketing materials out to local businesses, planning sessions and preparing the necessary paperwork.



We also get out in the community to engage with our local vet practices and have built some great relationships with them by delivering lunch and learns and talking about how our classes can help their clients. We have a great relationship with other team members in our area, such as the Community Engagement Officers and Education and Community Officers, who are also community based. This means we are often collaborating with them to promote classes, workshops and services. We are also involved in delivering training to help support and develop our volunteers, and of course practicing our dog (and human!) training skills as a team.

On days when we are on a later shift and daily tasks are complete, it's time to travel to classes to teach! We have our trusty van and before we leave, we make sure that it's safe to drive and loaded with all the relevant equipment needed for classes. As we teach at different venues, all the equipment must be unloaded and then packed away at the beginning and end of each training session. In all weathers, we unload and pack boxes, barriers and all other interesting types of objects including prams and high vis jackets!

Classes at Dog School have up to 6 dogs, grouped into age categories from puppies through to adults. The classes are based around skills our canine friends will need throughout their life. We are responsible for delivering and demonstrating to the owners how to train their dogs safely, effectively, and positively. We often say to owners 'we are training you, not your dogs!'.

Personally, my favourite part of this job is how rewarding it can be: building relationships and true friendships based on love for dogs, seeing dogs and owners training skills transformed, and showing our owners that training never means punishment, but that bonds can be built through reward-based training. The role within Dog School can be full on and challenging, but once you see the changes you are making – it's totally worth it!



**Every chance you get is
a chance to educate.**

Seize it!

Customer Testimonials

We are really grateful to your team. They have improved our experience as dog owners and the bond we have with our pet. I will be recommending Dog School to the many owners I meet and talk to.

- Owner attended Dog School Darlington classes



We have really enjoyed coming to classes. I feel that it has really helped me understand Red and how to train him. I have had loads of anxiety and coming to training has helped me a lot.

- Owner attended Dog School Leicestershire classes



Everyone has been so positive and projected such good vibes. It's always about encouragement and never about judgement. Thank you!

- Owner attended Dog School Edinburgh classes





**We would love for you to be part of our team!
Contact us here for more information
www.dogstrust.org.uk/jobs**