

THE EXMOOR PONY CENTRE

JOB VACANCY

OFFICE ADMINISTRATOR

Needed at our Centre near Dulverton, Somerset.

We are looking for a friendly and motivated individual to join our small busy team. Applicants must have a confident telephone manner and knowledge of MS office and web based applications.

The roles will cover a variety of duties at a busy charity run business. Average 24.5 hours per week over a fortnightly rota. Some weekend working required.

Further information available by emailing Linzi Green on ponyofficer@moorlandmousietrust.org.uk

To Apply:

Fill in application form and return

Send a cover letter and CV to

ponyofficer@moorlandmousietrust.org.uk or post to Exmoor Pony Centre, Ashwick, Dulverton, Somerset TA22 9QE

We are looking to fill this vacancy as soon as possible.

Closing Date: 4pm - 10th January 2024

Interviews will be undertaken between 12th and 15th January 2024

JOB DESCRIPTION

JOB TITLE: Office Administrator

PLACE OF WORK: The Exmoor Pony Centre and related sites. Work from home flexibility only available upon managers discretion between November and March. This is a public facing role during the open season April – October.

SALARY: £12.00 per hour

HOURS OF WORK: 7 hours per day, week 1 – 3 days, week 2- 4 days, to include alternate weekend working

REPORTS TO: General Manager

MAIN PURPOSE OF JOB: To provide administrative support and customer service at the Exmoor Pony Centre

RESPONSIBILITIES AND DUTIES: Please note some of the tasks below are shared across several administrators, to deliver continuous administrative support across a 7 day week.

1. To take bookings and enquiries via phone, email and onsite at the Exmoor Pony Centre
2. To assist with daily records, diary and administration tasks.
3. To provide a point of contact for the public.
4. Using card payment machine and EPOS till, processing online orders.
5. Update and maintain CRM system
6. Update, maintain and report on online platforms such as social media, charity giving sites, website.
7. Updating and reviewing policies and procedures eg. GDPR, Health and Safety, Safeguarding
8. Basic financial reconciliation such as gift aid records, invoicing.
9. Liaise with staff and volunteers to ensure smooth running of day to day activities.
10. Assist with fundraising, promotional activities and events as required.
11. To undertake administrative tasks as instructed by the General Manager.
12. To carry out duties other than listed when needed.

The role will be expected to evidence an understanding of Data Protection, Basic Work Place First Aid and safeguarding, training will be provided where required.

JOB SPECIFICATION

| REQUIREMENTS | ESSENTIAL/DESIRABLE | EVIDENCE |
|---|---------------------|-----------------------|
| Skills and Abilities | | |
| • Confident and competent practical skills | Essential | Application/Interview |
| • Ability to work flexibly to achieve varied workload | Essential | Application/Interview |
| • Customer care skills | Essential | Application/Interview |
| • Communication skills written and verbal | Essential | Application/Interview |
| • Driving Licence | Essential | Application/Interview |
| • Confident online/web based skills | Essential | Application/Interview |
| • Knowledge of Microsoft Office including, word, excel, publisher and outlook | Essential | Application/Interview |
| Experience | | |
| • Experience of working within a busy tourist based centre | Desirable | Application/Interview |
| • Experience of working with volunteers | Desirable | Application/Interview |
| • Experience of working within a public user environment | Desirable | Application/Interview |
| Personal Qualities | | |
| • Ability to work as part of a team | Essential | Application/Interview |
| • Ability to work without supervision | Essential | Application/Interview |
| • Good communication and organisational skills | Essential | Application/Interview |
| • An interest in equine related issues and countryside matters | Desirable | Application/Interview |