

# THE EXMOOR PONY CENTRE

## JOB VACANCY

### ADMINISTRATION AND VISITOR CENTRE ASSISTANT

Needed at our Centre near Dulverton, Somerset.

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

The role will cover a variety of duties at a busy charity run business. Previous experience in a customer service environment is desirable. 22 hours per week minimum, job share considered.

Further information available by emailing Linzi Green on [info@exmoorponycentre.org.uk](mailto:info@exmoorponycentre.org.uk)

To Apply:

Send a cover letter and CV to [info@exmoorponycentre.org.uk](mailto:info@exmoorponycentre.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: 22 June 2018



## JOB DESCRIPTION

JOB TITLE: Administrative Assistant

PLACE OF WORK: The Exmoor Pony Centre and related sites

SALARY: £8.15 ph

HOURS OF WORK: 22 hours per week over 4 days

REPORTS TO: General Manager

MAIN PURPOSE OF JOB:

To provide administrative support and customer service at the Exmoor Pony Centre

RESPONSIBILITIES AND DUTIES

- 1) To take bookings and enquiries via phone, email and onsite at the Exmoor Pony Centre
- 2) To assist with daily records and administration tasks.
- 3) To provide a point of contact for the public.
- 4) Assisting with customer relations/visitors.
- 5) Using shop, organising and ordering merchandise, using card payment machine and EPOS till.
- 6) To assist the General Manager with promotional and press/media tasks.
- 7) To work with volunteers, work experience and staff in pursuing the aims of the charity.
- 8) To undertake filing, digital database and system back up
- 9) To undertake administrative tasks as instructed by the General Manager.
- 10) To carry out duties other than listed when needed.

## JOB SPECIFICATION

| <u>REQUIREMENTS</u>   | <u>ESSENTIAL/DESIRABLE</u> | <u>EVIDENCE</u>       |
|---|----------------------------|-----------------------|
| <b>Skills and Abilities</b>   |                            |                       |
| • Confident and competent practical skills                                    | 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 |
| <b>Experience</b>   |                            |                       |
| • 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 |
| <b>Personal Qualities</b>   |                            |                       |
| • 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 |