

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. 20 hours per week minimum, job share considered.

Further information available by emailing Linzi Green on info@exmoorponycentre.org.uk

To Apply:

Send a cover letter and CV to info@exmoorponycentre.org.uk or post to Exmoor Pony Centre, Ashwick, Dulverton, Somerset TA22 9QE

Closing date 10th July 2017



JOB DESCRIPTION

JOB TITLE: Administrative Assistant

PLACE OF WORK: The Exmoor Pony Centre and related sites

SALARY: To be agreed

HOURS OF WORK: 20 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 and computer 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>
Skills and Abilities		
• 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
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