



# THE DONKEY SANCTUARY

WORKING WORLDWIDE

APPLICATION PACK

## CENTRE ASSISTANT/GROOM

### The Donkey Assisted Therapy Centre - IVYBRIDGE

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

England

00 44 (0) 1395 578222



PRINCESS ROYAL  
TRAINING AWARD  
2016



## **Application Information**

The Donkey Sanctuary is a UK based charity working worldwide to improve conditions for donkeys and mules.

### **Mission Statement**

To transform the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support and by promoting lasting, mutually life-enhancing relationships.

### **Strategic Objectives**

- Never to turn away from donkeys and mules in need and provide lifelong care for them in the UK and Ireland;
- To reduce the suffering of domestic and working donkeys due to neglect, ill-treatment, illness, ignorance and injury;
- To improve the lives of both donkeys and people through positive human donkey interactions;
- All staff and partners embody our core HR values of professional competence, excellent communication, team work, effective use of resources and personal effectiveness, so acting as valuable ambassadors for The Donkey Sanctuary.
- To incorporate our three core values; compassion, collaboration and creativity in all that we do.

## **Guidance for Applicants**

### **Applications**

We are committed to recruiting the best people to fill our vacancies in a fair and equitable way. An application form helps us to compare individuals on a like for like basis and for that reason we do not accept a CV and will not be able to process applications that are not completed fully.

The Donkey Sanctuary is an equal opportunities employer and all appointments are made on merit. Short listing is carried out by assessing the information you provide against the requirements of the role as detailed within the Person Specification (Essential Criteria) within the Job Description.

### **DBS Disclosure**

Appointment to this post is subject to a DBS Disclosure.

### **Employment of Ex-Offenders**

All unspent convictions are requested to be listed on the application form. Please note that unspent convictions apply to any conviction within the last 5 years.

### **Qualifications/Examination Certificates**

Candidates called for interview should bring originals of all certificates to interview.

### **Right to Work Documentation**

Candidates called for interview should bring with them evidence of their right to work within the UK. Documentation that will need to be seen is either:

- a valid UK passport; or
- an official tax document along with a full birth certificate; or
- If your passport is not from the United Kingdom, but from within the EEA there should be a Residence Permit/Certificate of Entitlement/Registration Card or a stamp;

- If your passport comes from outside the EEA you will have to gain possession of a Visa and a Certificate of Sponsorship, the latter having been issued by the HR Dept.

Please note that we will need to see original documents at interview. The successful applicant will then be asked to bring the original documents with them on their first day of work in order for a copy to be taken and kept confidentially within Human Resources Department. Please note that we are unable to offer make an offer of employment unless proof of right to work has been seen.

### **Informal Enquiries**

Before submitting an application you may wish to discuss the post further by contacting the Human Resources Department on 00 44 (0) 1395 573130 or email [applications@thedonkeysanctuary.org.uk](mailto:applications@thedonkeysanctuary.org.uk)

### **Returning Your Application**

Please email your completed application to [applications@thedonkeysanctuary.org.uk](mailto:applications@thedonkeysanctuary.org.uk) (preferred option). Alternatively, please return your application to the address provided on the application form, or fax to 00 44 (0) 1395 573062.

### **We are unable to accept late applications or CVs.**

#### **Contacting Applicants**

Short listing of applications can often take up to **10 working days**, but we will **always** notify you about how we shall be proceeding with your application. The Donkey Sanctuary will use email correspondence wherever possible to contact applicants. Please check your emails regularly, including your junk folder. If you do not have an email address, it is important that you provide us with alternative contact details.

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months.

If you are not successful in your application, please do not be discouraged from re-applying; your skills and experiences may be what we need for our next vacancy. In addition we have a wide range of volunteering opportunities across England and the Republic of Ireland.

#### **Closing Date**

**All applications need to be received by 12.30pm on Wednesday 20<sup>th</sup> September 2017.**

**Interviews will be held at the Donkey Assisted Therapy Centre, Ivybridge, on Thursday 12<sup>th</sup> October 2017.**

## Employment Package

### **Contract**

This is a full-time, fixed term maternity cover contract, starting on 1<sup>st</sup> November 2017 until 31<sup>st</sup> October 2018.

### **Hours of Work**

37.5 hours per week, 5 days over 7, with weekend work as part of a rota.

This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

### **Salary**

The starting salary for this role is £16,478 per annum.

### **Holiday**

28 days holiday per year, inclusive of the 8 statutory public holidays. This increases by one day each year until a maximum of 33 days (pro rata for part time employees) is reached.

### **Probationary Period and Review**

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 week. After 3 months of employment the notice period is 1 month.

### **Performance Reviews**

Employees have the opportunity of a probationary review meeting with their Manager at the end of their probationary period.

### **Pension Scheme**

The Charity values its employees and believes that pension contributions are an important part of the benefit package offered. The Donkey Sanctuary exceeds the government recommended rate amounts as shown in the table below:

<b>Grade</b>	<b>Employer Contribution</b>	<b>Employee Contribution</b>
A, B, C, D	5.5% of annual salary	2.5% minimum
E, F, G	7.5% of annual salary	3.5% minimum
Executives	10.5% of annual salary	4.5% minimum

The scheme is administered following government set auto enrolment rules. New members of staff will receive an information sheet from Human Resources as part of their starter pack which explains the scheme and the postponement rules. A mandatory postponement letter will be generated by payroll and distributed with your first month's payslip, this will also provide details on eligibility and early opt-in instructions. After three months of employment you will be assessed, following current government auto enrolment criteria, and, if eligible, will be auto-enrolled into The Donkey Sanctuary Group Personal pension scheme.

## Job Description

<b>Post Title:</b>	<b>Centre Assistant/Groom</b>
<b>Department:</b>	<b>The Donkey Assisted Therapy Centre, Ivybridge</b>
<b>Grade:</b>	<b>B1-B2, depending on relevant qualifications, skills and experience</b>
<b>Responsible to:</b>	<b>Centre Manager / Centre Instructor</b>

### **Overall Purpose**

To care for the donkeys in line with current policy and practice and to assist with riding therapy for children with special needs. To assist in the provision of donkey assisted activities for vulnerable children and adults and to support the Centre Manager and Centre Instructors in the effective running of the centre.

### **Main Duties and Responsibilities**

- Feed, groom and care for donkeys in the stable, riding areas and in the pasture; maintaining a high standard of cleanliness throughout
- Ensure the welfare of donkeys and to observe and examine donkeys for ill health or potential ailments and to treat where appropriate;
- Assist in the provision of therapeutic riding, mounted or ground donkey facilitated learning activities;
- Ensure that stocks of fodder, bedding etc. are maintained;
- Maintain all tack equipment;
- Assist with the training of donkeys;
- Be friendly, courteous and informative to all visitors both at the centre and whilst out visiting schools and similar services;
- Assist in providing riding therapy to children and adults with special needs.

### **Additional Duties**

- Assist in, and lead when required, aspects of outreach visits, to include driving the centre vehicle, the loading and unloading of donkeys, and the supervision of volunteers and donkeys;
- Assist with promotional activities;
- Attend shows and events sometimes at weekends;
- Work alongside the vet and farrier when required;
- Assist and supervise volunteer and work placement training;
- Assist, and lead when required, stable management sessions for special needs children other school groups, work experience and volunteers;
- Assist, and lead when required, any promotional activities both in and out of the Centre, including the supervision of volunteers and donkeys;
- Ensure the security of the centre;
- The ability to offer suggestions for improvements to working practices;
- Available to cover for the warden overnight when required.

### **Responsibilities of all Donkey Sanctuary Employees**

- Act as an effective Ambassador for the Charity, demonstrating behaviour which supports the Charity's strategy and values and work in a way which promotes the standards described in the Competency & Standards Framework
- Work within the Charity's guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

**Responsible to:** Centre Manager / Centre Instructor.

## **Communication Links**

Internal:

Centre Manager - management of the centre;  
Centre Instructor - to provide riding therapy and donkey care;  
Other grooms - for communication and assistance with role;  
Volunteers and service users – daily running of the Centre to include service provision and allocation of tasks supervision and areas of responsibilities;  
Vets - for advice on donkey care.

External:

Vets and farrier veterinary care - needs of donkeys;  
Residential care homes – outreach visits.

## **Hours**

37.5 hrs per week within flexible framework agreement as agreed with the Centre Manager; to include part time hours and weekend working, plus Saturday Club once a month and weekly twilight sessions; with availability to work evenings and weekends. This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

## **Location**

There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

## **Person Specification**

### **Knowledge and Skills**

#### **Essential**

- Experience of working with equines, preferably donkeys
- High standards of stable management and animal husbandry
- Good communication skills
- Full valid driving licence
- Experience of working with children, particularly those with special needs
- Ability to work as a team
- IT skills

#### **Desirable**

- BHS stable management certificate preferred.
- Experience of transporting livestock an advantage

#### **Personal Attributes**

- Ability to present a positive professional image of The Donkey Sanctuary at all times.

**Note:** To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.