



# THE DONKEY SANCTUARY

WORKING WORLDWIDE

## VISITOR AND EVENTS ASSISTANT THE DONKEY ASSISTED THERAPY CENTRE, MANCHESTER

The Donkey Sanctuary  
Sidmouth  
Devon  
EX10 0NU  
England  
00 44 (0) 1395 578222



PRINCESS ROYAL  
TRAINING AWARD  
2018



## Employment Package

### **Contract**

This is a part-time, fixed term contract starting on 1 April 2019 until 30 September 2019, working 15 hours per week, Saturday and Sunday, 08.00 – 16.00. Flexibility will be required to cover centre events.

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 £17,063 per annum, pro rata for part-time working and for the duration of the contract.

### **Holiday**

31 days holiday per year, inclusive of the 8 statutory public holidays, pro rata for part-time working and for the duration of the contract. This increases by one day each year until a maximum of 34 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>Band</b>	<b>Employer Contribution</b>	<b>Employee Contribution</b>
1 - 9	5.5% of annual salary	2.5% minimum
10 - 17	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.

**Closing Date for applications: 12.30pm on Wednesday 13<sup>th</sup> February 2019**

## Job Description

### **VISITOR AND EVENTS ASSISTANT**

#### **Band 2**

**Responsible to: Centre Co-Ordinator**

**Directly responsible for: N/A**

#### **Our Vision and Mission**

The Donkey Sanctuary is working for a world where donkeys and mules live free from suffering, and their contribution to humanity is fully valued. We will achieve this by transforming the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support, and by promoting lasting, mutually life-enhancing relationships.

#### **Overall Purpose**

As Visitor and Events Assistant, you are the first point of contact for visitors, providing a warm welcome, offering help, advice and information on all aspects of The Donkey-Assisted Therapy Centre and the wider charity. You will be an important part of every visitor's day, providing excellent customer service and throughout the year you will also assist with fundraising and promotional events.

#### **Main Duties and Responsibilities**

- To be the main point of contact for visitors and ensure excellent customer service is provided by giving a warm welcome to all visitors and engaging them in the charity at every opportunity;
- To keep an accurate record of the number of visitors and ensure data capture of all visitor information occurs to sign up new supporters to the charity;
- To keep an accurate record of adoption visits and visitor feedback;
- To collaborate with the Visitor and Events team to share successful strategies for raising income and turning visitors into supporters;
- To collaborate with and support other departments to raise awareness of The Donkey Sanctuary to achieve our charity aims;
- To undertake small amounts of cash handling;
- To prepare and serve refreshments for visitors when required;
- Promote the Adopt a Donkey scheme to visitors and explain how their adoption will support the work of The Donkey Sanctuary worldwide;
- To proactively sell Donkey World goods, take donations and adoptions and complete appropriate documentation;
- To ensure the shop is kept well stocked;
- To help increase sales in the Gift Shop by implementing attractive, seasonal displays to maximise sales throughout the year;
- Assist in maintaining high standards of site presentation to include notice board displays and to develop the visitor offering at the Centre e.g. activities, walks etc.;
- Assist with the planning and operation of fundraising and awareness-raising events and activities at The Donkey-Assisted Therapy Centre;
- To update and manage the Centre social media pages to raise awareness and effective online support;
- To maintain and establish new positive relationships with partners in the local community and assist with delivering information talks to promote the work of the charity;
- To answer and respond to enquiries, and book visits ensuring accurate diary entry;
- To research and seek out new fundraising opportunities for the Centre to generate income and assist with achieving The Donkey-Assisted Therapy Centre's annual income target;
- To assist in recruitment, training and co-ordination of volunteers for the Centre.
- To occasionally assist in the arena, supporting children during riding sessions;
- To carry out any other reasonable duty as may be 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;
- To work within the Charities' 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.
- Contribute to making The Donkey Sanctuary a safer environment for vulnerable people (children & adults).

## Hours

15 hours per week. This is a multi-site 7-day operation and there may be some requirement to work flexibly to meet the needs of the charity.

## Location

Based at The Donkey-Assisted Therapy Centre, Manchester. There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

### Person Specification

#### Essential

- Able to demonstrate excellent customer service skills; which includes experience of working with members of the public;
- Able to demonstrate excellent communication skills and experience of communicating with people of all ages and backgrounds;
- Able to demonstrate good I.T skills (Word, Excel, Power-point);
- Able to demonstrate the ability to multi-task and successful experience of working with a number of conflicting demands;
- Able to work on own initiative;
- Full driving licence.

#### Personal Attributes

- A friendly and approachable personality;
- Self-motivated with a flexible attitude;
- Proactive in anticipating the needs of the charity and seeking opportunities to add value;
- Able to work as part of a team;
- Able to present a positive and professional attitude of The Donkey Sanctuary at all times.