

Job Description

Full time Administrator

Purpose	To support the Centre Manager and STE team in the smooth and efficient running and long-term development of St Teresa's Equestrian.
Reports to	Equestrian Centre Manager
Duties & Responsibilities;	• To run the office and manage the bookings administration using EcPro • Customer care/communications, dealing with riders, parents, staff and numerous requests for advice and assistance • Collection of Prep girls for riding lessons; fitting of boots and hats • Liaison with the school – Boarding, reception, operations, IT, Prep • Finances – invoicing for lessons, income, expenditure, reconciliation, payment of bills, spreadsheet analysis and budgeting • Assist and organise open days, prize giving, tours and events • Rider records – pupil files and daily updates • Documentation – Business, Client, Horse documentation, Loan agreements, Council Licence information • Registered body memberships/renewals/administration/inspections and visits • Staff matters - HR and recruitment admin, personnel files, uniform ordering, CPD records, qualification records including first aid and safeguarding • Health and Safety – accident reports, statistics, policies and procedures, risk assessments • Marketing – weekly bulletin, Facebook and other social media, the websites • Attend meetings at equestrian and the schools • Maintain standards in all aspects of appearance, behaviour, policies and Health & Safety

Person Specification

	<u>Essential</u>	<u>Desirable</u>
Qualifications	• Business/Administration qualification or experience • Maths and English	• Current First Aid Certificate • Child Protection Training, or similar safeguarding training
Skills & Experience	• IT – Word Processing/ Outlook/ Excel/ Publisher/ Office 365 • Customer service skills/Experience in Customer facing role • Good verbal/written English • Good with children and their parents • Financial – Purchase orders/invoices/reconciliation of accounts • Understanding of Policies & Procedures/Documentation, including risk assessments • Experience of scheduling/bookings systems • Ability to communicate in a professional manner • Ability to prioritise • Attention to detail • Ability to work as part of a small team • Ability to work on own initiative • Maintain pupil/client confidentiality at all times • Familiar with, previous experience of or background in the horse world	• Small business administration/management • Experience working in a School environment or working with children • Personnel experience • HR and recruitment knowledge • Experience of Social media/Marketing • Experience with ecPro • Any BHS qualifications, Pony Club experience, or equine knowledge
Personal Qualities	• Good sense of humour and a positive "can do" attitude are essential! • Maintain a professional approach at all times with particular reference to personal attire, behaviour, timekeeping and standards. • Be able to reflect and improve on performance of self and others in order to continually drive St Teresa's Equestrian forwards. • Be willing to contribute ideas and take on responsibilities as they arise. • Have a good eye for detail.	

- Flexible and accommodating, able to adapt to different situations.
- Organised and efficient, a completer/finisher.
- Confident in working within a team.