

Hawk Conservancy Trust  
Visitor Centre, Sarson Lane  
Weyhill, Andover  
Hampshire, SP11 8DY

T: 01264 773 850  
F: 01264 773 772  
E: [info@hawkconservancy.org](mailto:info@hawkconservancy.org)  
[www.hawkconservancy.org](http://www.hawkconservancy.org)



*Where the sky's the limit*

## Reception and Administration Assistant

An exciting opportunity has arisen for a Reception & Administration Assistant with the Hawk Conservancy Trust, working with an already well established and brilliant team, reporting to the Office Manager. Your role will be to ensure the high standard of the Trust's customer service is sustained throughout all communications with visitors, partners, suppliers and the general public.

**Responsible to:** Office Manager

**Responsible for:** Working effectively with colleagues

**Salary:** Up to £19,000 pro rata

**Hours:** Part-time including weekends and school holidays. Some evening hours may be offered for a few events. Initially a 2-year contract.

### About the Hawk Conservancy Trust

The Hawk Conservancy is an award-winning visitor attraction and conservation charity dedicated to the conservation of birds of prey. The Trust has already enjoyed considerable success over the last 50 years and is ranked as the top attraction in Hampshire according to TripAdvisor. We are fortunate to be situated on a stunning 22-acre park with a range of facilities, including the Trust Shop and our superb Feathers Restaurant. Our reputation for a warm welcome and passion for our birds and our visitors is central to our success.

### Main duties and responsibilities:

- Delivering the highest standard of customer service in all aspects.
- Ensuring the smooth running of the office and administrative systems.
- Providing telephone reception service and processing email and other correspondence, including donation tracking & acknowledgements.
- Setting up new products, processing sales and bookings of gift vouchers, experiences and events.
- Cashing-up verification and regular banking preparation.
- Running the purchase ledger and bank reconciliations on Sage L50 for subsidiary accounts.
- Organising the insurance, taxing and MOT scheduling for the Trust's vehicles.
- Supporting management of the membership and adoptions schemes.
- Providing cover for the Trust Shop, including using the EPoS tills, and for colleagues' holidays as needed.
- Assisting the management team with administrative tasks when necessary, including

CONNECT WITH US



@HawkConservancy

CONSERVATION EDUCATION RESEARCH REHABILITATION

HAWK CONSERVANCY TRUST LTD  
CHARITY NO: 1092349 | COMPANY NO: 4304161 | VAT NO: 997 3248 63  
THE HAWK CONSERVANCY TRADING COMPANY LTD  
COMPANY NO: 5028485



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- making travel arrangements.
- Developing knowledge of the Trust and its products and events.
- Contributing to effective teamwork within the Hawk Conservancy Trust as a whole and in particular within the Administration Team.
- Working to consistent professional standards in all aspects of the role and any other requests made by the management of the Trust.

### Person Specification

You will need to be/have:

- A friendly and welcoming attitude
- Excellent customer service skills, with an aptitude for assisting customers with a range of queries and supporting them during the sales process
- Good interpersonal and communication skills
- Flexible approach to working hours
- Numerate and computer literate, with the ability to learn how to process our daily reconciliations and work with the software systems used here at the Trust
- Bookkeeping experience desirable; familiarity with Sage L50 beneficial, but training will be given
- EPoS experience will help but is not essential
- Trustworthy and conscientious
- Team player
- Ability to work under pressure and with conflicting priorities and still keep smiling

### APPLICATION

Submit a CV together with a covering letter, noting the role for which you are applying, to [hr@hawkconservancy.org](mailto:hr@hawkconservancy.org) or by post to Human Resources, Hawk Conservancy Trust, Visitor Centre, Sarson Lane, Weyhill, Andover, Hants SP11 8DY

Please Note: the position is subject to a DBS (Disclosure and Barring Service) check.

Due to the location it is important to have your own transport

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