

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

T: 01264 773 850
F: 01264 773 772
E: info@hawkconservancy.org
www.hawkconservancy.org



Where the sky's the limit

Reception and Administration Assistant

An exciting opportunity has arisen for a Reception and 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: £17,000 to £18,500 pro rata , depending on experience

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 Trust 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 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.
- Managing the HCT adoption scheme and supporting management of the membership scheme.
- Providing cover for the Trust Shop, including using the EPoS tills, and for colleagues' holidays as needed.

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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- Assisting the management team with administrative tasks when necessary..
- 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
- 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 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

Closing date for applicants: Thursday 18 October 2018

First Interviews: Tuesday 23 and 25 October 2018

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