Reception and Administration Assistant

We are looking for someone to fill a varied and exciting role at the award-winning Hawk Conservancy Trust. The Reception and Administration Assistant is an important factor in the efficient and smooth operation of the Trust office.

Responsible to: Office Manager
Salary: £19,000 to £20,500 pro rata, depending on experience
Hours: Part-time, hours to be determined and will include weekends.

About the Hawk Conservancy Trust

The Hawk Conservancy Trust is a conservation charity and award-winning visitor centre that has worked in the fields of conservation, education, rehabilitation and research of birds of prey for many years. Set in 22-acres of woodland and wildflower meadow, near Andover, Hampshire, the Trust is a centre of excellence for learning about birds of prey, and having a fun-filled day! There are over 130 birds of prey on view, from owls to eagles! Many of these birds are involved in spectacular displays, while others are part of important breeding projects.

Purpose and objectives

- Supporting the Office Manager in the provision of administration services including: adoption scheme management, support with membership scheme administration, and money handling.
- Promote the Hawk Conservancy Trust as both a visitor attraction and conservation charity to visitors, members, donors and supporters.
- Ensure that all administration communication is accurate and professional.
- To work to the overall aim of increasing visits to the Visitor Centre and increase support of the conservation work undertaken by the Trust.

Duties and key responsibilities:

Responsible to the Office Manager and Chief Executive for the following;

- To deliver a high standard of customer service in all aspects of the role.
- To provide general telephone reception, processing of email enquiries and other correspondence.
- To receive and record all booking and ticketed event information.
- To process gift voucher and other sales.
- To be responsible for the administration and development of the adoption schemes in conjunction with bird staff.
- To support with management of the membership programme as needed.
- To assist with fundraising event administration, including active participation.
To provide PA and secretarial support to the CEO and the Head of Development.
To ensure the smooth running of office and administrative systems.
To provide administrative support to the management team when necessary.
To provide occasional cover for staff in the Reception/Shop.
To cover office staff holidays.
To contribute to the development of the Administration Team and to the overall teamwork of the Hawk Conservancy Trust
Procurement of stationary

Accountabilities
• Contribution towards the smooth running of Office and Administration departments.
• Efficient, pleasant and professional manner in all communications.
• Provision of telephone and administration support services to a range of managers in accordance with their priorities.
• Work well under pressure.
• Team work development.

Skills
• Efficient, pleasant and professional communications; written and verbal
• Outstanding customer service and sales skills
• Trustworthy
• Computer Literate: MS Excel, Word and Outlook essential; ability to learn new software systems – training provided
• Organisational – task management
• Attention to detail
• Interpersonal
• Secretarial and numerate
• Initiative taking
• Team player
• Adaptable and flexible

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 applications: rolling process with final date of acceptance of applications on Monday 7 June at 9am