

## Administration Assistant Application Pack

### Equine Learning CIC

### Job Description

#### JOB TITLE:

Administration Assistant

#### REPORTING TO:

Nicola Hepburn - Director

#### JOB PURPOSE:

To assist with the day-to-day operations of Equine Learning CIC, ensuring administration, bookings, and communication all run effectively. The role includes responsibility for handling bookings, answering calls and emails, managing office paperwork, and supporting operational and education programme administration. Additionally, this role requires maintaining GDPR compliance, upholding safeguarding procedures, and working in alignment with Equine Learning CIC's values:

- Person-Centred – Ensuring administrative processes support the well-being and experience of clients, staff, and students.
- From the Heart – Operating with integrity, kindness, and a commitment to Equine Learning's objectives.
- Horse-Centred – Prioritising the welfare of horses in administrative decisions and ensuring records and policies reflect this.
- Foundations – Maintaining high standards of professional practice to support a strong, ethical foundation for the organisation.

#### HOURS:

12 to 15 hours Monday to Friday, hybrid working from home and office.

### Key Responsibilities

#### General Administration & Communication

- Carry out daily administration duties, including answering phone calls and responding to emails in a professional and timely manner.
- Maintain a clean, tidy, organised, and secure office environment, in compliance with GDPR requirements.

- Manage the Director's diary, scheduling meetings and sessions where required.
- Process bookings and payments using our booking system.
- Work both independently and as part of a team, demonstrating flexibility and initiative.
- Ensure all business paperwork is organised and managed in compliance with licensing requirements.

#### Safeguarding & GDPR Compliance

- Adhere to and actively uphold Equine Learning CIC's safeguarding policies and procedures, ensuring all administrative processes align with UK safeguarding legislation.
- Maintain confidentiality and protect client and staff data, ensuring compliance with GDPR regulations and best practices for data security.
- Support the administration of safeguarding procedures, including ensuring relevant DBS checks and training records are up to date.
- Report any safeguarding concerns following the organisation's safeguarding procedures.

#### Policy & Procedure Management

- Assist with maintaining and updating organisational policies and procedures in line with legal requirements and best practice.
- Support the recruitment process and employee administration, ensuring compliance with HR and safeguarding policies.
- Assist with invoicing and financial administration, maintaining accurate and confidential financial records.
- Support the administration of the education programme, ensuring student and staff records are maintained securely.

#### Additional Responsibilities

- Support fundraising activities and attend monthly staff meetings as required.
- Assist with the running of the Pony Club and manage associated administrative tasks.
- Support project volunteers where appropriate.
- Agree to and adhere to all of Equine Learning CIC's adopted policies, principles, and aims.

## Person Specification

### Essential Attributes:

- Experience in administration work in a professional capacity.
- Genuine desire to learn about working in a therapeutic equestrian centre and its operations.
- Energy, enthusiasm, and a proactive attitude.
- Patience and excellent interpersonal skills.
- Ability to work independently and as part of a team.
- Strong communication skills, both written and verbal.
- Exceptional organisational skills and attention to detail.
- Excellent customer service skills and professionalism.
- Working knowledge of Microsoft Office (Word, Excel, Outlook, etc.).
- Awareness of GDPR regulations and a commitment to safeguarding policies.
- This position requires an enhanced DBS check.

### Desirable Attributes:

- Experience working in an equestrian centre or with horses.
- Experience working in an education environment.
- Understanding of safeguarding best practices within an alternative education setting.

### Further Information

- The successful applicant will be required to work all year including during Easter, Christmas, and summer school holidays (28 days paid holiday per year – pro rata equivalent)
- Monthly staff meetings take place outside normal working hours.
- Equine Learning CIC is committed to equality of opportunity and encourages applications from minority ethnic and disabled groups.