



Welsh Pony and Cob Society

Job Description

Job Title:	Passport Officer	JOB REF PO010
Salary:	£18,278	
Responsible To:	Office Manager	
<p>The Welsh Pony and Cob Society has an international membership of some 8,000 and registers around 5,000 annually. There are also 15 Overseas Societies and 29 Area Associations who liaise with the Society.</p>		
Job Description		
<p>To assist with any incoming registration documentation including but not limited to checking registration application forms, lease documents, service certificates and DNA alongside preparing and binding equine documentation, liaising with customers and colleagues regarding the accuracy of applications, dealing with enquiries where appropriate, providing general administration duties throughout the office, answer telephone calls and respond to the generic e-mail enquiries where appropriate, there would be a need, on occasions to support on the exhibition unit at events chosen by the society which may involve working outside of office hours and on occasions working away from home.</p>		
Main Duties and Responsibilities		
<ul style="list-style-type: none">• To check all incoming registration for inaccuracies prior to registration• To maintain the required checks in line with registering an animal in accordance with eth Societies rules and regulations.• Processing Passport applications as receive to the society inline with DEFRA and Welsh Government regulations.• Maintain accurate inputting of information into the database• Maintaining accurate file copies in line with GDPR regulations• Assist with enquires as appropriate• Maintain the quality of binding each passport		
Other Duties and Responsibilities		
<ul style="list-style-type: none">• To share administrative duties e.g. enquires inbox with all office staff• To assist with telephone calls during busy periods• Assisting with any passport related work e.g. transfers, duplicates etc.• Maintaining the accuracy database daily• Flexibility to meet the needs to the society, including but not limited to assisting with the exhibition unit (this may include weekend work and overnight stays)• Any other requested deemed reasonable by the organisation		
Signed:		Date:

Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• 5 A*- C Grades at GCSE or equivalent including one in maths and English	<ul style="list-style-type: none">• Equivalent experience in an administrator role or Equine related role
Experience	<ul style="list-style-type: none">• Experience working in an office environment• Knowledge of common office computer packages• Excellent understanding of social media and how to manage this effectively.	<ul style="list-style-type: none">• Experience in a role involving direct contact with the public• Knowledge of equine terminology
Skills	<ul style="list-style-type: none">• Good written and verbal communication skills• Able to work under pressure• Strong organisational skills• Able to work under your own initiative• Multi skilled across the business	<ul style="list-style-type: none">• Level 2 in customer service/ administration or equivalent
Attitude	<ul style="list-style-type: none">• Trustworthy• Punctual• Friendly• Helpful• Team worker• Willingness to travel to meetings or to exhibitions	