



Welsh Pony and Cob Society

Job Description

Job Title:	Receptionist
Salary:	£16,777.28 (full time equivalent)
Responsible To:	Office Manager
<p>The Welsh Pony and Cob Society has an international membership of some 5,000 and registers around 5,000 Ponies and Cobs annually. There are also a number of Overseas Societies and Area Associations who liaise with the Society.</p>	
Job Description	
<p>An efficient and organised individual to work as part of the reception desk at the Society office, ensuring that the reception itself is kept tidy and that telephone and personal messages are taken and distributed efficiently. The individual should be bi-lingual, computer literate and have general administrative skills to help them excel within the role. There will be an expectation that all employees are multi skilled across the business and therefore must be prepared to work flexibly in both the work they undertake and when this is done. Promotions, events and marketing will require support seasonally and therefore on occasions the person would need 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">• Maintaining a clean and tidy reception area• Opening and recording all incoming post for the Society maintain accurate records• Answering any incoming telephone calls to the society• To greet visitors who attend the office• To ensure items on display are current and appropriate to the Society• To maintain all relevant H&S checks e.g. fire alarms, clear exits etc within the designated time frames• Maintaining accurate file copies in line with GDPR regulations <p>In order to achieve the “One Team” culture of the society, it is essential that all employees are multi skilled across the whole department. Therefore, you may be asked from time to time to undertake other tasks that are considered relevant to the society delivering the highest standard of service to its members.</p>	
Other Duties and Responsibilities	
<ul style="list-style-type: none">• To share administrative duties e.g. enquires inbox with all office staff• Maintaining daily accuracy of the database• Flexibility to meet the needs of the society, including but not limited to assisting with the exhibition unit (this may include weekend work and overnight stays)• Any other requests deemed reasonable by the organisation	

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/Welsh	<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• The ability to converse in Welsh	<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	

Signed:**Date:**