

# *The Donkey Sanctuary*



## **Data Processor**

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

(01395) 578222



National Training Awards  
South West Winner 2010

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## **Application Information**

The Donkey Sanctuary is a UK based charity working worldwide to improve conditions for donkeys and mules.

### **Mission Statement**

Protecting donkeys and mules and promoting their welfare worldwide.

### **Strategic Objectives**

- To provide best care to donkeys and mules according to need;
- To provide sanctuary from suffering;
- To advance knowledge, raise awareness, increase respect and promote humane behaviour towards the donkey and its needs;
- To be a centre of excellence for donkey health and welfare;
- To promote the practical, educational and emotional benefits of the donkey to society;
- To raise funds and use them, effectively and responsibly, to fulfil our mission;
- To be a responsible and caring organisation.

## **Guidance for Applicants**

### **Applications**

We are committed to recruiting the best people to fill our vacancies in a fair and equitable way. An application form helps us to compare individuals on a like for like basis and for that reason we do not accept a CV and will not be able to process applications that are not completed fully.

The Donkey Sanctuary is an equal opportunities employer and all appointments are made on merit. Short listing is carried out by assessing the information you provide against the requirements of the role as detailed in the Job Description.

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months.

If you are not successful in your application, please do not be discouraged from re-applying; your skills and experiences may be what we need for our next vacancy. In addition we have a wide range of volunteering opportunities across England and the Republic of Ireland.

## **Employment of Ex-Offenders**

Appointment to this post is not subject to an enhanced CRB Disclosure, however all unspent convictions are requested to be listed on the application form. Please note that unspent convictions apply to any conviction within the last 5 years.

## **Qualifications/Examination Certificates**

Candidates called for interview should bring originals of all certificates to interview.

## **Right to Work Documentation**

Candidates called for interview should bring with them evidence of their right to work within the UK. Documentation that will need to be seen is either:

- a valid UK passport; or
- a P60 and a full birth certificate; or
- If your passport is not from the United Kingdom, but from within the EEA there should be a Residence Permit/Certificate of Entitlement/Registration Card or a stamp;
- If your passport comes from outside the EEA you will have to gain possession of a Visa and a Certificate of Sponsorship, the latter having been issued by the HR Dept.

Please note that we will need to see original documents at interview. The successful applicant will then be asked to bring the original documents with them on their first day of work in order for a copy to be taken and kept confidentially within Human Resources Department. Please note that we are unable to offer make an offer of employment unless proof of right to work has been seen.

## **Informal Enquiries**

Before submitting an application you may wish to discuss the post further by contacting the Human Resources Department on 01395 573089 or email [applications@thedonkeysanctuary.org.uk](mailto:applications@thedonkeysanctuary.org.uk)

## **Returning Your Application**

You can return your application by post, however if time does not permit, please do fax your application to 01395 573062 or alternatively email your application to [applications@thedonkeysanctuary.org.uk](mailto:applications@thedonkeysanctuary.org.uk)

## **Contacting Applicants**

The Donkey Sanctuary will be using email correspondence wherever possible to contact applicants. Where provided, we will always use email as our first choice of communication. Please remember, if you have placed an email on your application form, all correspondence will be sent by email. Please do check your emails regularly, including your junk inbox.

### **Closing Date**

All applications need to be received by 12:30pm on Thursday 19<sup>th</sup> January 2012

### **Interviews**

We anticipate that interviews will be held at the end of January.

## **Employment Package**

### **Contract**

This is a full time, permanent contract. Working 35 hours per week, Monday – Friday 8.30am – 4.30pm.

This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

### **Salary**

Should you wish to discuss this further please do contact the Human Resources Department, using the details provided within the pack to obtain further information.

### **Holiday**

28 days holiday per year, inclusive of the 8 statutory public holidays. This increases by one day each year until a maximum of 33 days (pro rata for part time employees) is reached.

### **Probationary Period**

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 week. After 3 months of employment the notice period is 1 month.

### **Performance Reviews**

An employee will receive a probationary review after 3 months of employment.

### **Pension Scheme**

After the successful completion of the 3 month probationary period, an employee has the opportunity discuss their pension requirements with the company advisor if they wish. Determined by the salary grade of this role there will be an employer's contribution of 3% with a minimum employee contribution of 1%.

### **Sick Pay**

No sick pay is paid during the first 12 months of employment. If an employee is sick during this period they will be asked to take time off as either holiday or unpaid leave.

## Job Description

**Post Title:** Data Processor  
**Department:** Donor Response Department  
**Grade:** B3  
**Responsible to:** Donor Response Manager

### **Overall Purpose**

To carry out administrative and financial processing of donations and orders for goods from supporters.

### **Main Duties and Responsibilities**

- To maintain an accurate supporter database;
- To open and sort the mail in line with departmental procedures and controls;
- To process donations, orders and sponsorships in an accurate and timely manner;
- To provide a high quality service to our supporters;
- To provide an internal support service to other areas of Fundraising;
- To provide overflow call cover to the switchboard;
- Carry out any other reasonable duties as requested.

### **Additional Duties**

- Assisting at Donkey Sanctuary events, as required.

### **Responsibilities of all Donkey Sanctuary Employees**

- To work within the Charities' guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;
- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

### **Communication Links**

Internal:

- Accounts – dealings with money;
- Despatch – process orders and receipt letters;

- Reception – unsigned cheque special letters;
- Welfare – look out for rehab./ex owners for special letters;
- Legacies – promised legacies;
- EDS Admin – special letters;
- IT – Alms problems.

External:

- Supporters – queries/orders/amendments to database;
- Agencies – in connection with sponsorship orders and enquiries.

**Hours**

35 hours per week, Monday to Friday. This is a multi-site, 7-day operation and therefore there may be some requirement to work flexibly to meet the needs of the Charity.

**Location**

Based at the main site in Sidmouth, Devon. There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

**Person Specification**

**Knowledge and Skills**

Essential:

- Ability to demonstrate good IT skills including the use of Microsoft Word and Excel packages.
- Able to demonstrate a high level of customer service;
- Able to demonstrate good communication skills and able to converse with all levels of staff and visitors;
- Full valid driving licence;

Desirable:

- Knowledge of Alms
- Able to demonstrate the ability to work as part of a team and contribute to team success;

Personal Attributes:

- Ability to present a positive professional image of The Donkey Sanctuary at all times.

**Note:**

To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.