

The
Donkey
Sanctuary



Visitor Centre

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

(01395) 578222

Roles Available

Role One: Visitor Centre Assistant

Required From: Fixed Term contract from April – end of September

Hours Per Week: 35 hours, Monday – Friday, with occasional weekend work providing cover for holiday within the department. 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.

Role Two: Visitor Centre Assistant (x2)

Required From: Fixed Term Contract from July - September

Hours Per Week: 28 hours per week, working on a shift pattern of four days on, four days off. 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.

Role Three: Outdoor Visitor Centre Assistant

Required From: April – end of October

Hours Per Week: 28 hours per week, working on a shift pattern of four days on, four days off. Shift patterns available are: Sunday – Wednesday or Thursday – Sunday.

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 human behaviour toward 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 society;
- To be a responsible and caring organisation.

Guidance for Applicants

Applications

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months. Should you therefore be unsuccessful with this vacancy and wish to be considered for other roles that are advertised in the future there is no need to complete another form, simply contact the Human Resources Department who will put your application forward.

Medical Assessment

All successful applicants invited to interview will be asked to complete a pre Employment Health Questionnaire. This will remain confidential and only the Human Resources Department and the Health and Safety Department receive a copy of the form. Should there be any concerns that may relate to employment in this post, we will follow this up with you.

Employment of Ex-Offenders

Appointment to this post is not subject to a 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.

General Advice to all Applicants

If you are appointed to the post and you are in receipt of benefit such as Housing and/or Council Tax benefit, Tax Credits or any benefit from the Department of Work and Pensions, it is

your responsibility to inform all of the organisations involved that your circumstances have changed.

Informal Enquiries

Before submitting an application you may wish to discuss the post further by contacting Kirsty Wackley, Human Resources Officer on 01395 573089 or email kirsty.wackley@thedonkeysanctuary.com

Employment Package

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) is reached. Your holiday will be calculated pro rata for the period of your fixed term contract.

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.

Pension Scheme

After 3 months 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 12.5% with a minimum employee contribution of 1%.

Death Benefit

After the successful completion of an employee's probationary period, they are covered under The Donkey Sanctuary Death Benefit Scheme.

Performance Reviews

An employee will receive a probationary review after 3 months of employment. Performance reviews held twice a year with your manager and this is an opportunity to discuss performance, development and training needs with the Line Manager.

Uniform

You will be provided with a uniform as appropriate to the role.

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.

Job Description

Post Title: Visitor Centre Assistant
(For Outdoor Visitor Assistant please see next Job Description)

Department: Visitor Centre

Grade: B1

Overall Purpose

To inform members of the public on the work of The Donkey Sanctuary Worldwide and EST; selling of goods through Donkey World Ltd.

Main Duties and Responsibilities

- Advising visitors of the work of the Charities, answering queries and advising on visitor facilities at Slade House Farm;
- Making sure Visitor Centre and Video room are well stocked with literature, Donkey World goods and ensuring all looks presentable to visitors;
- Selling of Donkey World goods, taking donations and Adoptions and completing appropriate paperwork;
- Showing visitors around the Sanctuary, giving talks/Powerpoint presentations about the work of the Charity;
- Liaising and assisting with other departments both inside and outside the Sanctuary;
- Checking and maintaining toilets, with soaps and paper, emptying rubbish bins around the main part of the Sanctuary;
- Setting up tills, checking floats, ordering cash from Accounts, cashing up, supervising and training seasonal staff/students;
- To carry out any other reasonable duty as may be required.

Additional Duties

- Answering emails and telephone enquiries, booking visits, answerphone messages at weekends;
- First Aid for visitors and staff.

Responsibilities of all Donkey Sanctuary Employees

- To work within the Charity's 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.

Responsible to:

Visitor Centre Manager

Communication Links

Internal: Accounts – passing all monies from till donations and Adoptions daily;

Slade House Farm staff – general donkey movements, daily work around the farm;

Security – possible security procedures that may have an impact on visitors;

Fundraising – Special events held during the year;

Despatch – Picking up stock/delivering of stock.

External: All visitors – main purpose of job;

Coach operators – booking visits;

Reps – visiting other departments, receiving supplies/new stock.

Location

There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

Knowledge and Skills

Essential:

- *IT experience;*
- *Good interpersonal skills in dealing with visitors;*
- *Competence in English and mathematics;*
- *Full clean driving licence.*

Desirable:

- *Equine knowledge*

Job Description

Post Title: Outdoor Visitor Centre Assistant

Department: Visitor Centre

Grade: B1

Overall Purpose

To welcome visitors into the Main Yard area of the Sanctuary and to provide information about the donkeys and work of the Charities; to ensure the Health & Safety of both the visitors and donkeys.

Main Duties and Responsibilities

- To maintain the safety of the public and donkeys on the yard;
- To inform visitors about the donkeys on the yard (names, ages, etc);
- Advise visitors about the work of the Charities;
- To give talks about the work of The Donkey Sanctuary;
- Selling of goods in the Visitor Centre;
- To take donations, adoptions and complete the appropriate paperwork;
- Check and maintain the toilets are clean and tidy; to empty rubbish bins around the main site;
- To carry out any other reasonable duty as may be required.

Additional Duties

- To answer phone calls, book visits.

Responsibilities of all Donkey Sanctuary Employees

- To work within the Charity's 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.

Responsible to:

Visitor Services Manager

Communication Links

Internal: Farm staff – day to day running of yard;

Welfare – any change to donkey information;

Security – monitoring of visitor safety.

External: Visitors – providing information.

Location

There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

Knowledge and Skills

Essential:

- Equine knowledge;
- Excellent interpersonal skills;
- Basic I.T. skills;
- Competence in English;
- Numeracy.

January 2010