



Mane Chance Sanctuary

Charity Administrator

Role Description

November 2021

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| Role: | Charity Administrator |
| Location: | Mane Chance Sanctuary, Monkshatch Garden Farm, Down Lane, Compton, Surrey, GU3 1DL. |
| Salary: | £11 per hour gross |
| Contract: | Part-time – weekdays 4 hours per day, 4 days per week |

About Mane Chance

Founded in 2011, Mane Chance Sanctuary is a registered charity based in Compton, nestled in the Surrey Hills between Guildford and Godalming.

We are a horse sanctuary with a difference. Whilst we rescue and rehabilitate abused, abandoned and neglected horses and ponies and offer them a security of tenure for life; we also pride ourselves in the work that we then do with the horses within the community.

Our method of rehabilitation involves calmness and patience with the horses as they have often suffered at the hands of humans and we rebuild the trust with them slowly and at each one's individual pace. This tends to create very strong bonds with the team and the horses become willing, reliable and gentle and importantly, safe to introduce to our visitors. Horses are non-judgemental, empathetic and can offer kindness and support to those who are struggling with the challenges of daily life.

We help a wide range of disadvantaged people – young and old - who need a little extra support with life's ups and downs. They may have serious illness, life-limiting conditions, physical or learning needs, social and/or behavioural issues, be being bullied, have eating disorders or are self-harming. By working alongside our horses, we can offer 1-2-1 or small group visits and educational sessions to support their (ongoing) wellbeing and promote recovery.

Mane Chance's aims and objectives are:

- To relieve the suffering of animals, in particular equines, who are in need of care and attention, by providing permanent or temporary sanctuary, care and treatment.
- To provide relief for children, young people and vulnerable people, suffering from physical and/or mental disability, through the provision of managed work with equines in a therapeutic environment to help meet their needs and to enable them to participate more fully in society; also, to increase the confidence and capacity of children, young people and vulnerable people in need of support through interaction with the horses.
- To advise and educate the public on matters concerning the welfare of horses and ponies and to set the standard in natural horsemanship.

About the role

This role is much more than administration, it is an opportunity to be a core member of our team, acting as a link between our office and the communities we serve. Working closely with our General Manager, you will ensure smooth running of the office including making sure our systems and processes are in place. You will be an ambassador for the charity, often the first point of contact for enquiries, whether it be from a funder, a potential

volunteer or someone who needs our help. Based in the on-site office, you will see first-hand the impactful work that we are doing with both the horses and our beneficiaries and will be integral in supporting the equine, community and fundraising teams in achieving our objectives.

Our core values are Respect, Empathy, Inclusion and Trust. We are looking for a team player who is aligned with our values and demonstrates our high-performance behaviours. In return, we offer a compassionate, flexible, dynamic work environment.

About you

You are a people's person who loves a varied and dynamic day. You enjoy being a point of contact and liaison, ensuring smooth communications across a diverse team. You get a kick out of co-ordinating and organising the office and are known for your impeccable paper trail. You are the kind of person who pays attention to detail, is a team player and is passionate about working for an organisation committed to impact. You are organised and can prioritise a workload, but also understand that when working with animals, things can change unpredictably and that you need to be flexible. You are someone who understands that working for a charity sometimes means going above and beyond in order to make a difference.

As the office is based on our working farm, you will be someone who will enjoy a different work environment, where dogs and people visit equally! You will also be sociable and empathetic as you will often be dealing with a varied group of volunteers and visitors in addition to the core staff.

We welcome parents returning to work and looking for a part-time role during school hours.

1. Position Overview

- The Charity Administrator reports to the General Manager.
- Probation period 6 months.
- The employee will be appraised annually.
- A proven knowledge and track record of working very effectively with Microsoft Office software is required. The use of any specialised programmes/processes will be taught for the employee to work under the practice and/or ethos of the Charity.
- As MCS is a small charity, there is scope for the employee to add additional value to the Charity, in addition to the assignment objectives identified below.

2. Principal Assignment Objectives

2.1. Provide administrative support to the on-site Sanctuary team.

- Answer and respond to telephone and email enquiries.
- Send thank you letters for donations received.
- Prepare certificates and learning aids for community work sessions.
- Prepare paperwork for community beneficiaries including contracts, consents, risk assessments. Also recording receipt of signed copies and chasing return if required.
- Prepare sponsorship and 'Friends of Mane Chance' updates as required.
- Prepare invoices as required.
- Organise work experience student attendance diary, preparing paperwork and ensuring completion.
- Organise and prepare volunteer paperwork and organise induction sessions.
- Manage the ongoing roster of the volunteer workforce.
- Prepare induction and onboarding paperwork for staff as required.
- Create and prepare additional Microsoft Office templates that may be required.

2.2. Provide administrative support to the Board of Trustees

- Provide general administrative support to the Chairman and Board, as required, including the preparation and distribution of board documents, booking meeting rooms and arranging catering.

2.3. Provide administrative support to the Head of Fundraising:

- Send out fundraising and corporate packs to potential fundraisers.
- Write thank you letters to fundraisers.

2.4. Events Support

- Run the ticketing process for both onsite and offsite events.
- Attend fundraising events to support the fundraising team as required.

2.5. E-mail our supporters/corporate donors etc. newsletters and print postal copies to send with appropriate comments to personalise, where necessary.

2.6. Buy birthday presents and cards for staff and volunteers and liaise with Founding Trustee to sign.

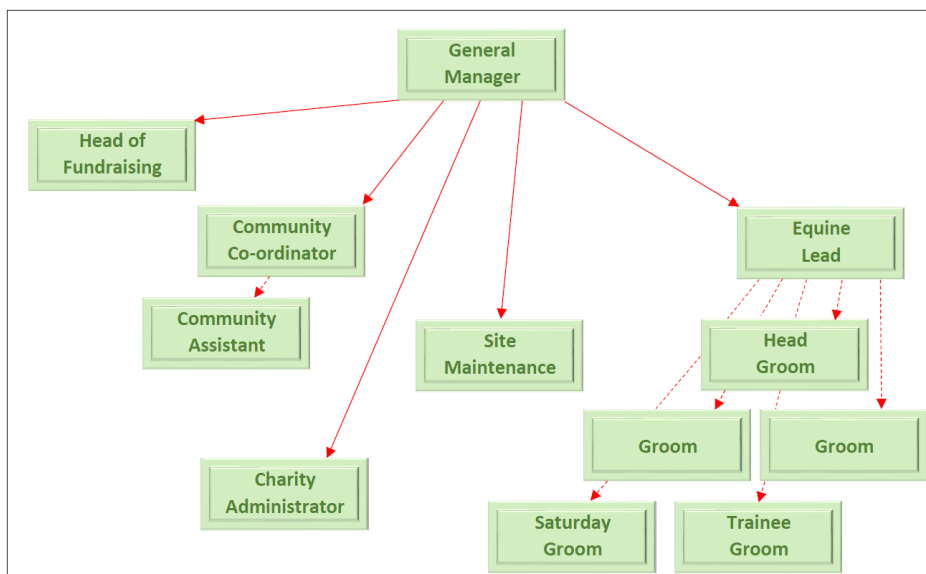
2.7. Assist with the inputting of information to the CRM system.

2.8. Organise and maintain fiduciary and other records and filing systems in whichever format is appropriate.

2.9. Order and maintain appropriate stocks of office supplies.

3. Fulfil such additional duties as may be agreed with the General Manager, from time to time.

4. Significant Working Relationships:



In addition to being embedded as a core member of the team, the role is public-facing and you can expect to regularly engage with our beneficiaries, funders, sponsors, volunteers as well as the general public.