

JOB DESCRIPTION

JOB TITLE:	Assistant Yard Manager		
JOB TITLE No.	TBC	POST No.	TBC
GRADE:	Sc4-5	SCP RANGE:	7-17
SECTION:	Lee Valley Riding Centre	DIRECTORATE:	Sport & Leisure
POST LOCATION:	Lee Valley Riding Centre		

CRB REQUIREMENT:	Yes	CRB LEVEL:	Enhanced
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ACCOMMODATION:	Yes
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	N/A
CAR ALLOWANCE:	N/A
BUDGET LEVEL:	

REPORTING TO:	Yard Manager	POST No.	100166
RESPONSIBLE FOR:		POST No.	

POLITICALLY RESTRICTED POSTS:	
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PURPOSE OF ROLE

Lee Valley Riding Centre is a BHS accredited riding school, training centre and livery yard. The riding school has horses and ponies working at a variety of levels for riders from complete beginners to BHS Stage 3. The Centre's five star livery yard has 31 full livery stables, with a range of horses from leisure to competition horses. The centre has the capacity to stable up to 100 horses.

You will need experience of working on a commercial riding school and livery yard with competition horses. You will assist in leading our team of staff to provide the best possible care to the horses on site. You will provide riding lessons and lectures to customers and Working Pupils.

You will work unsupervised under the guidance of the Yard Manager, make decisions and meet deadlines, work reliably and responsibly and be a key part of our dedicated team. You will live on site, providing shift cover to look after the welfare of the horses, including overnight.

An ability to develop a rapport and create a positive experience for customers is a must, have great communication skills to enable you to engage with our wider team of riding school riding instructors, customer service assistants, grooms and working pupils.

KEY RESPONSIBILITIES AND DUTIES	
PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)	
<ul style="list-style-type: none"> • Providing riding instruction at all levels, including working with children, adults and customers with special needs. Teach group and private lessons including lead rein, flatwork and jumping. • Assisting in the running of shows, customer competitions and BHS Assessment day. • To be a point of contact for all horse owners and maintain excellent customer relations. • To liaise with horse owners with reference to the care of their horse to include feeding, daily routine, rugs and other requirements, and keep appropriate records. • Represent the Riding Centre to all customers and visitors 	
PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)	
<ul style="list-style-type: none"> • Assisting the Yard Manager in training our Working Pupils for BHS assessments • Assisting the Yard Manager in ensuring that the yard is run efficiently and that the welfare of all the horses in the centre is maintained • Ensure that people and teams continually improve their work performance • Supervising and undertaking all manual tasks associated with the running of a stable yard, working as part of the team to achieve consistent standards to deadlines • To reside at the Riding Centre and provide overnight cover as per shift rota confirmed by the Centre Manager • Undertaking training and development consistent with your post • In conjunction with the Yard manager. Manage a team of staff, overseeing shifts, planning rotas and providing training 	
FINANCIAL RESPONSIBILITIES	
<ul style="list-style-type: none"> • With the Yard manager, constantly review daily routines and seek ways to improve the efficiency of both yards 	
OTHER RESOURCES RESPONSIBILITIES	
<ul style="list-style-type: none"> • Undertaking all manual tasks associated with the running of a stable yard, working as part of the team to achieve consistent standards to deadlines • Undertaking training and development consistent with your post 	
GENERAL	
<ul style="list-style-type: none"> • Working shifts including evening and weekend work 	

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> • Riding Centre Manager • Yard Manager (Line manager) 	<ul style="list-style-type: none"> • Customers coming for lessons / point of contact/ teaching lessons • Customers keeping own horse at livery / point of contact for customer service and welfare of their horse

The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager		
JD/PS Agreed by second line manager		
JD/PS Agreed by HOS/AD by		
Consultation with post holder conducted by:	Vacant	16/11/2021

PERSON SPECIFICATION

JOB TITLE:	Assistant Yard Manager		
JOB TITLE No.	TBC	POST No.	TBC

KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
<ul style="list-style-type: none"> • In depth knowledge of horse care • Horse handling including competition horses • Schooling horses, to include riding, lunging and long reining • Ability to motivate staff • Ability to multi-task • Ability to work within a team as well as individually 	
Qualification	Qualification
<ul style="list-style-type: none"> • BHS Stage 2 or above and / or verifiable professional experience 	<ul style="list-style-type: none"> • Current First Aid at Work Certificate
Experience	Experience
<ul style="list-style-type: none"> • Extensive and verifiable experience in a teaching a wide ride of ages and abilities • Providing riding instruction at all levels, including working with children, adults and customers with special needs. Teach group and private lessons including lead rein, flatwork and jumping. • Previous experience of managing staff • Previous experience of providing customer service 	<ul style="list-style-type: none"> • Experience of working on a large commercial yard • Extensive and verifiable experience in a riding school
Problem Solving / Decision Making + Mental Skills	Problem Solving / Decision Making + Mental Skills
<ul style="list-style-type: none"> • Ability to work well within a team as well as individually • Able to liaise with horse owner in regards to welfare of horse • Able to organise and prioritise tasks to ensure daily deadlines are met 	
Communication	Communication
<ul style="list-style-type: none"> • Literate and numerate • Excellent customer service skills • Excellent inter-personal and teamwork skills 	

Physical skills	Physical skills
<ul style="list-style-type: none"> • Exemplary working and safety practises • Excellent horse handling skills 	

EFFORT AND DEMANDS	
ESSENTIAL	DESIRABLE
Mental demands	Mental demands
<ul style="list-style-type: none"> • Ability to work well within a team as well as individually • A friendly and professional manner when communicating with the public and colleagues • Ability to motivate and lead a team 	
<ul style="list-style-type: none"> • Excellent interpersonal skills and the ability to provide exceptional customer service 	
Physical demands	Physical demands
<ul style="list-style-type: none"> • Physically fit and able to perform all yard duties to a high standard • Undertake all manual tasks associated with the running of a stable yard, working as part of the team to achieve consistent standards to deadlines 	
Emotional demands	Emotional demands
<ul style="list-style-type: none"> • Working shifts including evening and weekend work 	
Work Environment	Work Environment
<ul style="list-style-type: none"> • Assisting the Yard Manager in ensuring that the yard is run efficiently and that the welfare of all the horses in the centre is maintained 	

Other requirements	Other requirements
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Undertake training and development consistent with your post 	