



Horse Care & Welfare Helpline Coordinator

35 hours per week fixed term until 30th August 2026

Closing Date: 30th April 2025

Salary: £23,000 pa

Based at our HQ near Stoneleigh, Warwickshire (Agile working arrangements available)

The ethos of The British Horse Society is to improve the welfare of horses through education and owner support by taking a proactive approach to improving the lives of horses. We have a Horse Care and Welfare Department which comprises an Education Team, an Engagement Team, a Field Officer Team and nearly 200 Volunteer Advisers.

We are looking for a Horse Care & Welfare Helpline Coordinator, working within the Horse Care & Welfare Engagement Team. You will be providing advice and support via our helpline and you will liaise with our Field Officers and volunteer Horse Care and Welfare Advisers to allocate welfare concerns.

What you'll be doing:

- ✓ Be the first point of contact for telephone and email enquiries from horse owners and carers asking for advice, and provide excellent responses and customer service in responding to queries.
- ✓ Receiving welfare concerns from members of the public and ensure that these are allocated to volunteer Horse Care & Welfare Advisers or Horse Care & Welfare Field Officers.
- ✓ Assisting in the delivery of proactive initiatives and events such as our Healthcare and Education Clinics and Horse Health Days throughout the UK.
- ✓ Allocating support requests received via the euthanasia support scheme "Friends at the End"
- ✓ Maintaining regular communication with both our volunteers, and also other welfare charities

What you won't be doing:

- ✗ Dealing with the same queries day in day out!

This is a great role for you if:

- 👍 Your equestrian knowledge is graduate calibre or gained from working in an equine husbandry role (with equivalent knowledge to at least BHS Stage 3 Care)
- 👍 You have an excellent customer service attitude
- 👍 You are enthusiastic and self-motivated but with outstanding team-working skills
- 👍 You have excellent IT skills and a confident using Microsoft and databases
- 👍 You thrive off having opportunities to further develop your skills

Hours:

Our usual full-time hours are 35 a week – with an early finish on a Friday! For this role it would be beneficial to have a flexible attitude to evening, weekend working and overnight stays on occasion.

We also offer 26 days' annual leave (+ public holidays) on starting, matched pension contributions up to 5%, enhanced pay when taking leave as your family grows, income protection insurance, a health-cash plan and a wide range of wellbeing and mental health support services.

How to apply:

Please follow the link below: <https://cezanneondemand.interviewweb.it/bhs/jobs/horse-care-welfare-helpline-coordinator-52608/en/> to apply for this role.

For further details on this and other opportunities, please visit www.bhs.org.uk.

If it would help you to apply using an alternative method please contact us at the same email address or by calling 02476 840514 and we'll be happy to discuss your individual requirements.