

Volunteer Role Profile



Volunteer Role	Horse Admin Volunteer
Volunteer Manager	Volunteer Coordinator
Where you will be based	Centre

Why we want you

As a Horse Adoption Coordinator volunteer, you will join a dedicated team focused on finding loving homes for horses and ponies in need.

We're looking for individuals who are not only passionate about helping horses and ponies, but also bring a caring, patient approach to working with people. In this role, you'll combine your practical skills with your love for animals to make a real difference.

In this varied and rewarding role, you'll assist with different administrative tasks, follow up on customer inquiries, and liaise with external organisations to facilitate horse admissions and adoptions. Your contributions will make a real difference in the lives of these wonderful animals!

What you will be doing

- Taking phone calls regarding horse admissions
- Explaining the 'Request to Rehome' form and 'Home Direct' process
- Listening to and supporting customers
- Advising on updating horse passports and microchip details
- Completing change of ownership forms for passports
- Registering microchips and changing registered owners
- Scanning and saving paperwork into our internal database
- Creating horse profiles
- Booking routine care appointments with vets and farriers

The skills you need

- Good communication skills
- Customer-focused attitude
- Organisational skills
- Attention to detail
- Problem-solving with empathy
- Tech-savvy - comfortable using basic IT systems to manage records and applications
- Ability to prioritise tasks and stay on top of your responsibilities
- A caring and approachable attitude will help build trust with adopters and staff
- An understanding of data protection



What's in it for you

- You'll have the chance to make a real impact by helping horses find loving homes and directly contributing to their future
- The role offers flexible volunteering and we'll work with you to find times that suit us both
- You'll also have the opportunity to build valuable experience in customer service, administration, and teamwork, enhancing your skills for the future
- As part of our team, you'll be working with passionate volunteers who share the same goal of creating brighter futures for horses in need
- We'll provide you with training and support to ensure you feel confident in your role and equipped with everything you need to succeed

Disclaimer

To ensure the best care for our horses, we're looking for individuals who can share their time and commitment throughout the year.

We believe that every pet should enjoy a healthy life in a happy home, and we always seek to involve the best people who share our values and commitment so we can continue to help and support pet owners across the UK to achieve this. At Blue Cross, we want you to feel that you belong, without the need to hide any part of who you are. Diversity and inclusion at Blue Cross means creating an organisation where all people, regardless of gender, race, sexual orientation, religion, nation or country of origin, disability, age, and socioeconomic backgrounds are welcomed, respected, supported, and have access to equal opportunities. We are working hard to reflect the world we live in and the communities we serve at every level of our organisation. As much as we have made positive advances, we consider diversity and inclusion to be a work in progress – a continual commitment that remains a priority for all of us. If you would like to talk to us about any accessibility needs that we can support with in terms of our volunteer recruitment processes, then please do get in touch. You can email volunteering@bluecross.org.uk and we can organise for the right team member to get in touch with you for a discussion.