

The perfect person to manage the BALANCE Saddle Company office?

It is always difficult to get across a clear picture of the person that we need from an advert, so instead of this, we have just written down the ideal combination of skills and experience we are looking for in the anticipation of manifesting the best person for the role. Sort of like a shopping list!

If the idea of working to improve the lives of ridden horses around the world with a group of people who are passionate about this, appeals to you, and you are looking for a long-term position where you can really get your teeth into managing a small and highly successful company, please get in touch and tell us about yourself.

Our ideal person.....

- Will have a positive, up-beat attitude to life.
- Will be a friendly, efficient and impressive first point of contact for people who either phone in or email the BALANCE office for help and can then direct that enquiry on to the appropriate technical advisor or deal with themselves.
- Has good written English, is well spoken and able to assess the needs of the customer and how best to deal with enquiries. A fair number of our clients are from Europe and their grasp of English is often very basic. They need to be written or spoken to very clearly and simply, not always easy with a specialised subject. Also they must be methodical in accurately recording information taken from phone conversations and passing on relevant messages and information to the party involved.
- Must have neat handwriting!
- Can work with and alongside other people in a small group and co-ordinate tasks and workload as appropriate. This person will have the best over-view of the flow of work and will need to identify times when someone might need additional help to cope with work-load and direct that help to them.
- Is habitually accurate and methodical in their record keeping and their adherence to established systems in the office.
- Is familiar with and confident using with Windows software like Outlook, Access and Excel
- Someone who can get involved in keeping the website up to date.
- Ideally, has book-keeping skills and experience and is familiar with Sage. Even if they don't have experience with Sage, they must be confident and good with figure work.
- Feels as passionately as we do about the work that BALANCE does.
- As well as taking control of the day to day running of the office, we need someone who is keen enough to help us grow the company and improve our customer service, the relationship we have with our Test Ride Facilitators and Saddle Consultants.

- Someone who is capable of supporting the Managing Directors in terms of keeping them updated and informed about what is going on and assisting with some of the more complex projects they get involved in.
- The two co-founders and managing directors want to be able to hand the running of the saddling side of BALANCE over to a small team of people, with this person in charge, so that they don't have to be so involved on a day to day basis.
- It would be wonderful if we could find someone who is interested in working with the principles found in the book 'The Four Agreements' by Don Miguel Ruiz as a reference.

This is full time position based in North Buckinghamshire (Westcott, Aylesbury in the UK)

Salary offered will depend on the level of past experience and skills and this will be discussed direct with people who seem to fit the criteria listed.

Although it is not necessary for this person to have previous experience in the horse industry, it will be important that they have an open and enquiring mind and have some interest in Holistic models of health care and life management.

This particular role does not call for a great deal of physical work on a *daily* basis, but as with most small companies, it is essential that all employees are capable and willing to step in and support their work-mates. Some aspects of the day to day work are physical in nature (lifting and moving saddles from one area to another as well as the handling of stock for packing etc). For this reason, the person we are looking for must be able to lift and carry up to 10 kilos at a time and be willing to muck in as necessary with the more physical aspects of the business.

OK, I think that this will do as far as a 'list' is concerned!

The colour of eyes, gender, and star sign are not important!

If this has stimulated your interest do get in touch, also if you know someone you think would be a good match for our needs, please pass this on to them.

Looking forward to hearing from you.

BALANCE