Administrator and Membership Officer (Part-time - seasonal)

Hours:
21 hours per week January to June;
15 hours per week July to December.

Expectation of working 1 weekend a year (for Open Garden Squares Weekend) plus up to 12 evenings a year (no more than 2 evenings in any given month) to be included within the hours.

Location: Regular attendance at offices in Central London expected at least 5 hours a week on Wednesdays plus a regular slot of at least 6 hours a week spread over two further days within office hours (10am to 3.30pm) to be agreed upon appointment.

Salary: £26,000 to £28,000 pro rata depending on experience (up to £16,800). 15 hours to be paid monthly in arrears, Seasonal uplift to be paid monthly in arrears.

Holidays: Equivalent of 5 weeks paid annual leave plus Bank Holidays. Holiday encouraged to be taken in August with some flexibility the rest of the year but none to be taken in 6 weeks leading up mid-June to support Open Garden Squares Weekend.

Purpose of role
We are looking for a highly organised, practical and friendly person to manage our small volunteer-run office. You will be implementing and maintaining systems; keeping financial records, processing invoices and basic book-keeping; looking after and communicating with our membership and our network of volunteers, running a welcoming office, coordinating mailouts and handling other administrative tasks as they arise including support with setting up occasional presentations.

About us
London Parks & Gardens Trust is a small charity with a membership of approximately 300 people and a network of c.250 volunteers. We are affiliated to The Gardens Trust. We aim to increase knowledge and appreciation of parks, squares, community gardens, cemeteries, and churchyards across London. We have a statutory role in the planning system as a consultee for historic landscapes. We also provide and enjoy lectures, walks, and events such as Open Gardens Squares Weekend, produce a newsletter and journal, research papers, and maintain an on-line inventory of historic green spaces.
The Trust's Mission and Values
To encourage public participation; inspire volunteer action; conserve historic significance; and celebrate horticultural excellence in all London’s green spaces.

Our Mission
• Increase the enjoyment and understanding of London’s green spaces for all
• Be the voice of the sector in relation to issues affecting historic parks and gardens in London
• Offer advice and guidance on the appropriate conservation management and maintenance of historic green spaces across the capital.

Reporting Relationships
Reports to Director. Manages volunteers.

Start Date
As soon as possible

Role Profile
What you will be accountable for

1. Running an efficient volunteer-supported office.
The Trust’s office is staffed by a mixture of paid staff, contractors, and volunteers. The role involves
• Maintaining a pleasant and safe working environment.
• Ensuring all the elements needed to support efficient operations are in place, including filing systems, central calendars for working groups, mail management and office supplies.

2. Supporting Ticketing and major mailouts
• Supporting the ticketing operation in the lead up to Open Garden Squares Weekend, programming walks and ballots.
• Coordinating regular volunteer groups to send out a variety of materials.
• Supporting the Trust’s regular Walks and Lecture programme, including ensuring petty cash, and other supplies are available where necessary and sharing ticketing information with volunteer organisers. Assisting with the set up of AV presentations for 6-7 Lectures a year.

3. Implementing cost control and other support systems
• cost-efficient purchasing across the Trust, including raising purchase orders and processing invoices.
• Providing instructions and training for volunteers so that they can carry out most administration, seeking to simplify tasks where possible.
• Helping to maintain oversight of our website to ensure that it is kept up to date working with our IT volunteers.

4. Looking after the Trust’s membership
• Maintaining membership records and responding to members’ queries.
• Coordinating regular mailouts of information (including a members e-newsletter) and ensuring the members receive their package.
Personal Attributes, Skills, Knowledge and Experience;

Essential

Personal attributes
- Excellent communicator, both written and spoken English
- Good organizational skills and time-management
- Uses own initiative, self-motivated and practical
- Proactive positive attitude and works well within a small team
- Experience of purchasing office stationary and sundries looking for cost-efficiency and simplifying systems
- Enthusiasm in London’s parks and green spaces
- Understanding of the sensitivities of managing volunteers

Knowledge and Experience
- Experience of office management in a small office.
- Able to work on multiple tasks at any one time with flexibility and willingness to take on occasional other ad hoc tasks
- IT skills

Desirable
- Experience of managing volunteers effectively
- Knowledge of managing membership services
- Experience of basic book-keeping – training on new package will be offered.
- Understanding of events planning and ticketing
- Knowledge of Buffer or Houtsuite, Mailchimp and Wordpress but can learn on the job
- Full driving licence

To apply:
Please send your CV and covering letter (no more than 2 sides) to office@londongardenstrust.org no later than 1st March. Please title the email ‘Administration and Membership Officer’.

Please explain in your covering letter how your experience matches the skills we are looking for. You should also provide 2 referees and confirm that you qualify to work in the UK. We will only contact those shortlisted for interview. Interviews will take place in Central London on: 23rd March 2020.