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ADMINISTRATION AND MEMBERSHIP OFFICER (AMO)

Job Description

- £25,000 pro rata
- 21 hours per week (0.6 fte)
- 28 days annual leave pro rata plus Bank Holidays in full
- In keeping with the government pension legislation, all employees are required to enrol into a work place pension. Legal & General manage the Garden Trust's pension contributions.
- Home-based with some travel required, mainly to London

Overview of Role

Working closely with the Finance Officer and Honorary Secretary, the Administration and Membership Officer (AMO) will be responsible for organisation, coordination, and undertaking of a range of administration and membership activities for the Gardens Trust (GT).

Where practical, the AMO will be required to provide support for the Finance Officer, and vice versa. This will include limited holiday cover where appropriate.

Reporting

The AMO will report primarily to the Head of Operations and Strategy (HOS) and by request to the GT Board and its committees.

Summary of Key Responsibilities

1. Governance Support

- Assist the Head of Operations and Strategy, Honorary Secretary, Board and Committees to ensure GT achieves its overall aims and purpose in accordance with its constitution, policies and standards.
- Provide and coordinate secretariat and diary support to the Head of Operations and Strategy, Board, Committees and sub-committees including meeting set up, agendas, minutes, information circulation and follow up as necessary
- Assist the Honorary Secretary in organisation and delivery of the GT's Annual General Meeting and related reports

2. Organisation Administration

- With the Head of Operations and Strategy and Honorary Secretary, assist in the coordination and delivery of the Board's annual programme of work including business plan progress and monitoring, risk register, asset register and agreed action/ reporting and follow-up
- Work closely with and support the Finance Officer
- Contribute to establishing and enhancing an effective database CRM system for GT
- With the Honorary Secretary, coordinate and participate in the application and enhancement of GT policies including Human Resources; employment procedures; Health and Safety; Equality, Diversity and Inclusion; Archiving. This will include administering the implementation of appropriate actions as necessary
- With the Head of Operations and Strategy and Finance Officer, develop and maintain effective internal database and CRM system
- Provide assistance and administrative support to GT Officers and Committees for appropriate GT activities, projects, events and initiatives
- Assist the Head of Operations and Strategy to maintain appropriate records, for example around staff annual leave allowance.
- Manage day to day GT office needs at our office in Farringdon, London, and liaise as necessary with landlord (habitual office-working is not required, but a flexibility to visit the office is essential)
- Monitor and disseminate contact with the GT's enquiries@ email address and main phone number

3. Membership Administration

- Participate in establishing /enhancing an effective CRM system for GT to replace external management
- Develop and maintain effective CRM system, with Head of Operations and Finance Officer
- Agree, organize, provide and record appropriate responses to member enquiries
- Provide membership information or reviews, including for communications and marketing activity, to: the Head of Operations & Strategy; Audience Development, Marketing and Communications committee; Board, and other committees or colleagues as appropriate

4. Information Management

- Manage and respond to incoming central correspondence, email, and phone messages and redirect as necessary
- Organize and maintain a contacts list of GT Presidents, Trustees, Committee members, staff, active volunteers and consultants

- In accordance with agreed policy ensure effective organisation filing, storage, and/or archiving of all GT documents, including digital information, with the Honorary Secretary
- Coordinate and participate in the rationalization, reorganization of GT current archives and prioritize for digitisation

5. CGT Support

- Assist colleagues in coordinated support for joint GT /County Gardens Trust (CGT) activities and in the fostering of productive relationships between the GT and CGT teams
- Update and maintain CGT contact lists for internal use
- Respond to email enquiries from CGTs, or forward them to others in the GT team where appropriate
- Forward emails and other material to CGTs as appropriate, in liaison with others at the GT such as the Volunteer Support Officers
- Provide AGM support in relation to CGTs
- Provide administrative support to the running of the Volunteer of the Year Award scheme, as appropriate

Person specification	
ESSENTIAL	DESIRABLE
TRAINING, EXPERIENCE AND QUALIFICATIONS	
<ul style="list-style-type: none"> • Experience of administrative work • Experienced at managing multiple priorities • Experience of a customer/volunteer/membership facing role, in either an employed or volunteer capacity 	<ul style="list-style-type: none"> • Experience of working within small to medium not-for-profit organisations • Experience of CRM systems • Experience of working with volunteers • Experience of working or volunteering in the heritage or historic environment sector would be a bonus!
KNOWLEDGE AND SKILLS	
<ul style="list-style-type: none"> • Self-motivated, dynamic and organized • Excellent IT skills, particularly in Zoom, Powerpoint, Excel and Word • Excellent organisational skills • Confident at diary management • Minute/note taking and meeting set-up and coordination • Ability to work calmly and flexibly to tight deadlines • Ability to work both as a team and independently, with a high level of efficiency and with minimal supervision • Ability to approach problems and possible solutions in a practical and creative way • Comfortable working at home, whilst staying in touch remotely by email, Zoom or phone • Committed to continuous professional development and willing to undertake further skills training as appropriate 	<ul style="list-style-type: none"> • Ability to use databases and CRM systems • Confidence at using shared systems such as O365 • Ability to use social media platforms • Ability to use financial recording software • Experience of Human Resources record keeping • An interest in heritage, garden history, landscapes and conservation would be a bonus!
INTERPERSONAL SKILLS	
<ul style="list-style-type: none"> • Strong customer/member/volunteer orientation • Good oral and written communication skills • Ability to communicate with a wide range of people • Ability to build good relationships with others, including members and volunteers • Flexible in a multi-task environment and adaptable to changing priorities • Comfortable working within a small organization that is ambitious and evolving 	<ul style="list-style-type: none"> • Ability to write clear and concise reports
OTHER REQUIREMENTS	
<ul style="list-style-type: none"> • Must be willing and able to travel as required, particularly to meetings and to support our London office (reasonable travel expenses paid) 	