

Job Description

Post	Gardening Co-ordinator
Salary	£16,400 (£23,000 FTE), plus pension.
Place of work:	Flexible hybrid with office working in either Ash, Godalming or Milford.
Hours of work:	25 hours per week to include mornings.

This is an exciting time to join the Help at Home team in the development of our Gardening Service. You will be a self-starter with a keen interest in gardening and a desire to support older people. You will have excellent digital, database and administrative skills as well as being an excellent communicator.

Purpose of the Job

- To support the development and delivery of an enhanced Gardening Service across Surrey.
- To recruit, onboard and manage clients and Gardeners, ensuring excellent customer service.
- To promote the service to groups and organisations that can refer clients into the service.
- Support integration of a new App for managing Gardeners with service delivery.

Overview of Role

Age UK Surrey provides a much sought after Gardening Service to older people across Surrey. Self-employed gardeners are recruited, vetted and matched to clients. The service helps to keep our clients' gardens well maintained so they can continue to enjoy them all year round. The service includes grass cutting, weeding, planting and pruning.

Following a recent review, we are now re-investing in the service to digitise the onboarding of self-employed gardeners through the development of an App and to add value to the service for our clients.

The Gardening Service sits within the Help at Home team who have offices in Ash, Godalming and Caterham. The Gardening Co-ordinator will also work with colleagues across the charity to promote the service.

Main responsibilities of the role:

- Develop the integration of a new App to manage new gardeners into existing administrative processes and databases.
- Develop added value benefits to Gardening Service clients, e.g. a gardening newsletter.
- Work with colleagues to re-launch the gardening service to acquire new clients and gardeners through events, marketing or via referrals from partner organisations.
- Assess gardening clients, listening to their needs and requirements and match them with appropriate Gardeners to undertake regular gardening work.
- Ensure there are sufficient numbers of Gardeners to meet client demand and arrange cover for sickness/holiday periods as necessary.
- Implement regular contact with the Gardeners and ensure their awareness of Age UK Surrey's Policies and Procedures.
- Ensure accurate records are set up, processed and maintained for all clients, and Gardeners.
- Carry out regular monitoring of the work undertaken to ensure client's satisfaction.
- To carry out any other duties as requested by management for the efficient running of the organisation.

Person Specification

- Team worker
- Administration skills
- Adaptable and flexible
- Excellent Database and digital literacy
- Excellent English and written skills
- Excellent communication skills
- The ability to support older people sensitivity
- Reliability
- Confidentiality
- Attention to detail
- Interest in gardening

E	Essential	A	Application Form
D	Desirable	I	Interview

1. EXPERIENCE

Characteristic	E	D	Assessment
Experience of working in a customer facing role	E		A/I
Experience of working with older people		D	A/I
Experience of working with a complex and demanding workload	E		A/I
Experience of working with databases and apps.	E		

2. KNOWLEDGE AND SKILLS

Characteristic	E	D	Assessment
Understanding and appreciation of the needs of older people and persons at risk	E		A/I
Passion for gardening and understanding of gardening requirements		D	
		D	
Excellent verbal and written communication skills and able to liaise effectively with people at all levels and from a variety of cultural backgrounds	E		A/I
Excellent knowledge of Microsoft Office programs including Word and Excel	E		A/I
Knowledge and skill in use of Customer Relationship Management (CRM) and Apps	E		
Awareness of the function of Age UK Surrey services and support		D	A/I

3. PERSONAL QUALITIES

Characteristic	E	D	Assessment
Well-presented and business like	E		I
Professional with the ability to maintain confidentiality levels at all times	E		A/I
Excellent organiser and a good time keeper able to plan and work to prescribed timescales	E		A/I
Approachable, empathetic, friendly and able to get on with others and be a strong team player	E		A/I
Willing to accept instruction and responsibility	E		A/I
Awareness and understanding of the importance of boundaries	E		A/I
Flexible and enthusiastic approach, to both working hours and duties.	E		A/I



Working conditions:

- The nature of this post will require travel therefore a requirement of this post will be access to and the use of a reliable car and a current driving licence or willingness to use public transport.
- This post will involve some lone working therefore the advice and guidance of Age UK Surrey must be followed.

Job Offer and Employment subject to satisfactory Right to Work Checks and Enhanced Disclosure & Barring Service (DBS) check