



ADMINISTRATIVE OFFICER JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE OFFICER

HOURS: 20 HOURS OVER 4 DAYS Tuesday to Thursday, 9.30 – 2.30pm. Additional hours may be available supporting other departments.

This is a fixed term position July to October

RESPONSIBLE TO: Marie Gibson – Deputy Manager

Other Benefits: 15% discount in Arthurs Farm Kitchen and the Farm Shop

Application Deadline: Sunday 12th June 2022 **Start Date:** ASAP

Pay: £10.00 per hour with periodic reviews

BACKGROUND TO SOCIETY: The Fordhall Community Land Initiative is a not-for-profit community owned society, which owns and utilises Fordhall Organic Farm in North Shropshire as an educational and social resource, promoting sustainable farming and healthy living. It raised an amazing £800,000 in 2006 through a high profile national press campaign to enable Fordhall Organic Farm to be purchased by its non-profit making shareholders, of which there are now over 8000 across 25 countries. This is now the first structure of its kind in England to place farmland into community ownership. The society was created by Charlotte and Ben Hollins, both in their early twenties, and is now developing into an exemplar project with wide reaching appeal and benefits.

FORDHALL COMMUNITY LAND INITIATIVE STRATEGIC AIMS:

1. Promote an understanding that viable small-scale farming can encourage biodiversity and help combat climate change
2. Create educational and fun experiences which leave lasting memories and therefore create a shift in behaviour towards a more environmentally conscious society.
3. Have a positive impact on well-being through increasing people's connections to nature and the environment.
4. Provide and increase the understanding of good food made from local/seasonal produce which benefits people and planet
5. Influence innovative approaches to using our assets, particularly the land, for the benefit of community and climate

JOB PURPOSE:

You will work closely with our team of committed staff and volunteers to offer administrative support to our frontline activities including events/courses, youth project, care farm, educational visits, glamping, Straw Lodge bookings, social prescribing, general marketing, looking after our shareholders, newsletters and our café. As such you will be an excellent multi-tasker and able to react to the work required each day. You will be responsible for maintaining existing systems and processes as well as introducing new ones as the need arises. You be proactive in ensuring communication is clear and successful across the organisation maximising our effectiveness, and ensuring impact measurement (social and environmental) of all our activities is completed. This is a varied role, offering support to the senior management team to achieve our strategic aims.

OUTCOMES OF THE ROLE:

- To maintain an efficient and effective office environment supporting the needs of various FCLI areas/managers as required

- To support the expansion and development of our many strands of community work through your organised and efficient use of systems, excellent communication and customer relations.
- To be a welcoming point of contact and continue to build a sense of involvement with our members, volunteers and customers
- To develop communication channels amongst staff to ensure all departments remain up to speed and informed.
- Assist with analysis of impact measurement records across the organisation
- Supporting a core team of regular office volunteers
- Data analysis that allows the management team to make informed decisions on communications, and supports the mailing of the newsletter to our members.
- Co-ordination and timely mailing out of the quarterly Grazer newsletters

Evidence that you are achieving your outcomes will be seen through:

- Increased delivery and planning time available for senior team and project leads as you take on elements of key office administration
- A transition of our visitors along the engagement journey, shown through sales of shares, an increase in volunteers, increase in unrestricted donations etc.
- A seamless running of the organisation with communications running strong throughout the teams and departments
- Quality impact measurement data available to present to the board, our members and funders.
- Happy and valued office volunteers with regular attendance
- Time efficient mailings with minimal impact on day to day operation of the office

KEY TASKS:

- Offering a high level of administrative support across the organisation as required – this is a very varied role and will demand a high degree of multi-tasking and ability to work to deadlines.
- Prompt and engaging handling of incoming communications (emails and telephone calls) and forwarding actions required to relevant people if you cannot complete yourself.
- Assisting with management of our community shareholders
- Gathering of impact measurement data from various projects; recording it and analysing results as required.
- Co-ordinating printing of cover letters for all Grazer subscribers on a quarterly basis, data sorting (excel) and arranging/ leading volunteers to pack and mail the Grazers.
- Assist with looking after and supporting our office volunteers, delegating tasks to them as required

SKILLS/EXPERIENCE:

- Excellent administration and organisational skills
- Ability to work with a great attention to detail
- Fully computer literate with an advanced level of skill in relation to Microsoft Office tools specifically word and excel.
- Confident in use of databases and emails
- Knowledge of GDPR and awareness of key Health and Safety requirements
- Proven ability to multi-task. You may be working on multiple tasks with differing deadlines, whilst also being reactive to incoming communications and need to prioritise time appropriately to reach required goals
- Able to work on own and use own initiative
- Proactive and engaging character; a problem solver
- Supportive in nature and ability to lead volunteers as required
- A strong communicator, liaising with members, visitors, general public and other Fordhall staff as required.

OTHER

- Proactively participate in team meetings where necessary.
- To undertake training courses as needed in order to undertake your role i.e Safeguarding, first aid

- To continually assess your role to develop and improve it at every opportunity, to enable you to grow with the organisation
- Continually increase your knowledge of rural issues, farm life and the important links between food, health and sustainability, so that this can be reflected in your role and the accommodation offering.
- You will work in a way that is aligned with our organisational values and limits our environmental impact where possible.
- To fulfil any other role that the organisation sees fit or is required to enable it to achieve its aims and objectives for the benefit of the community.
- To work with the organisation to develop your role around your strengths and attributes, ensuring your Job Description and the work we request of you, best reflects what you can offer.
- The included Job Description is not intended to be exhaustive. Your duties and responsibilities may therefore vary over the course of your contract according to the changing needs of the organisation.