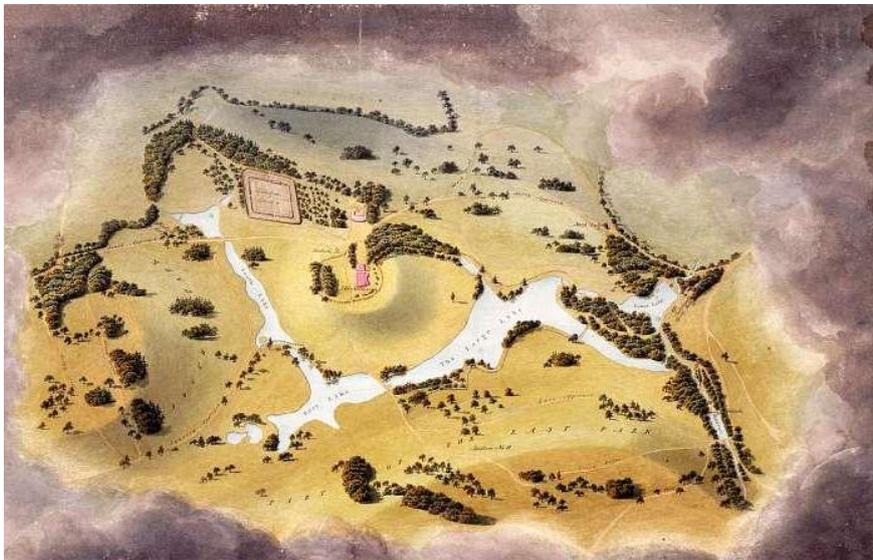




Administration and Outreach Officer Middleton: Paradise Regained



The restoration of the Garden's Regency landscape is an exciting and ambitious new project at the National Botanic Garden of Wales supported by a substantial Heritage Lottery Fund grant. It involves a flagship scheme that will reveal the story of the Garden's previously unknown links with the East India Company, how the Company shaped the landscape of this part of Wales and the role that Welsh inhabitants had in shaping the wider British Empire.

This is a complex, high-profile, project involving an integrated portfolio of archaeology, engineering, and landscape heritage works, delivering a range of heritage outcomes for visitors, communities, volunteers and learners. Funding has now been awarded for a 42 month delivery phase.

As Administration and Volunteer Officer you will be an important member of the Project Management Team with specific responsibility for co-ordinating and managing volunteers and ensuring the participation outcomes of the project are successful and fully met. Your role will include acting as focus for project communication, gathering and recording data, co-ordinating information, and organising meetings. It will bring you into contact with others inside and outside the organisation and involve you actively as a hands-on and important part of the overall project team.

This role will bring you into contact with diverse groups, individuals, stakeholders, and organisations both locally and nationally. Wide participant engagement is an important requirement of this project, and the opportunities for skills development are expected to be extremely varied ranging from highly practical, outdoor work to professional-level archival research and data analysis, as well as public engagement and

guiding across the Garden site. This is therefore a stimulating role which will have an influence on local and national heritage and the success of the project.

You are likely to be educated to at least degree level or equivalent, probably with a background in co-ordination of volunteers or community projects, as well as a strong interest in heritage work. Fluency and confidence in written and spoken Welsh and English is a requirement. Evident organisational and planning skills, with ability to multi-task and prioritise your own time is needed. Competent and confident IT skills are essential, as is attention to detail and accuracy. You will also be familiar with servicing meetings and supporting projects, as well as having an eye for design and practical marketing skills. In addition, an interest and enthusiasm for the purposes and objectives of the project as well as those of the National Botanic Garden of Wales is highly desirable.

OUTLINE DETAILS OF APPOINTMENT

This is a fixed-term position funded by the Heritage Lottery Fund for up to 42 months. It is available starting from April 2017. Hours of work are 37 hours per week. Weekend work and some evenings are likely to be required. The salary is up to £17,500 per annum according to qualifications and track-record competence.

You are encouraged to explore the Garden web site to find out more about us and what we do.

It is essential in your application that you provide evidence and proven examples showing specifically how you meet each of the selection criteria of the job requirements. These competencies will be further developed and discussed in detail with those candidates invited to interview.

Informal enquiries are welcome and should be directed to Helen John, Project Manager Regency Restoration Project Helen.John@gardenofwales.org.uk

Applications, in the form of a cover letter and CV clearly showing how you meet the criteria should be sent, preferably as electronic copy, to Helen.John@gardenofwales.org.uk by Friday 7th April. Interviews are currently planned for Monday 17th April 2017.

NATIONAL BOTANIC GARDEN OF WALES
GARDD FOTANEG GENEDLAETHOL CYMRU

Job Description

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Post Title	Administration and Volunteer Officer
Reports to	Project Manager
Line management	None
Responsible for	Administration support, Volunteer co-ordination and outreach support of HLF Project Middleton: Paradise Regained
Post Reference*	

OUTLINE purpose of role

Restoration of the Garden's Regency landscape is an exciting and ambitious new project at the Garden supported by a Heritage Lottery Fund grant. This is a complex, high-profile, major project. It will involve a Delivery phase (36 months), in which a programme of historic parkland conservation and restoration will be undertaken which will include an extensive programme of public engagement and heritage learning. A detailed activity plan will be delivered comprising investigation, training, volunteering and interpretation events and activities.

The Administration and Volunteer Officer is responsible for organisational matters and will work closely with the rest of the Project Management Team to coordinate administration of the project, carry out such duties as organising and supporting the project office and the project team, acting as a first point of contact handling enquiries and correspondence, servicing meetings, making arrangements for consultants and works, and keeping databases and other records as required by the Project Manager. In addition the post will manage and co-ordinate volunteer involvement in the project activities.

A. General Responsibilities

Main Job Tasks and Responsibilities

1. Act as first point of contact for the Project Office and team projecting a positive and helpful image and manner, resolving queries and taking responsibility for actions.
2. Provide an effective and well-organised office service and liaison point for the project overall supporting communication and arrangements for the project team and Garden staff, steering group, consultants, project participants, collaborators, stakeholders, and other appropriate agencies. Ensure clear and positive communication, and supporting shared understanding and delivery of goals, targets, and underpinning processes.
3. Responsible for keeping accurate and timely records associated with the project as required under the terms and conditions of the funding. Ensuring materials are held according to appropriate conventions or standards of professional practice including, where appropriate, data protection requirements.
4. Act as day-to-day office manager for the project including ordering, invoicing, and liaising with the Garden senior staff to ensure its smooth running, compliance with Garden policy and practice, and seeking advice as necessary.
5. Support the Heritage Co-ordinator in delivering of the project Activity Plan.
6. Support and service the project meetings, co-ordinating all aspects of arrangements professionally.

7. Ensure high profile inclusion of volunteering and outreach as an integral part of the project, securing associated benefits for the project itself, project stakeholders and partners, as well as more generally for the benefit of local communities and the regional good.

B. Specific Duties

1. Assist with establishing the project office arrangements as the co-ordination and communications base for all dimensions of the project. Take a leading role in practical office arrangements both initially, and throughout the project period.
2. Run the office, answering phones and acting as the coordination and communication focus for everyone involved with the project, whether internal to the organisation or external, and including volunteers, learners, and external bodies.
3. Take responsibility for arranging meetings and co-ordinating any joint activities. Be proactive in seeking to help with these tasks, suggesting any improvements, and problem-solving to finding solutions to any challenges that arise.
4. Keep all information and records as required under the terms and conditions of the funding. This includes (but is not limited to) reports, analyses, databases, evaluations and feedback, staff time-sheets, payments and claims from consultants or others, purchase/expenses etc and keep them well organised and available for auditing purposes.
5. Contribute to ongoing work in the delivery of the Activity Plan a and the undertaking and recording of planned activities.
6. Help with promotion of the project including (but not limited to) contributing to web materials and updates, preparation and translation of publicity materials, advertising, marketing, and outreach for the activities. In doing so specifically contribute to raising the profile of historic landscapes, heritage, HLF, and the Garden.
7. Prepare reports for and service the Project Management Team, Steering Group, and Delivery Team meetings. Ensure these are well organised, have the papers and information needed, and overall support successful delivery of the project.
8. Help project team members with gathering and recording data, as well as analysis and evaluation of project progress, monitoring outcomes, and impact assessment.
9. Help the Heritage Co-ordinator and Education and Woodland Officer with organisation and running of any promotional or other events, preparation and translation of materials, mounting displays and exhibitions, interpretation activities, and the project's overall evaluation.
10. Work with others across and beyond the team, ensuring high standards of communication to staff and stakeholders, as well as consultants, volunteers, learners, and members of the public.
11. Help with researching information, collaboration activities, and preparing other funding bids
12. In close liaison with the Heritage Co-ordinator take responsibility for planning, managing, monitoring and reporting on potential and actual volunteer engagement and skills activities and achievements.
13. Liaise with the Garden's existing staff members to integrate activities closely with ongoing capacity-building and outreach strategies and activities of the Garden.

14. Specifically co-ordinate with the Garden's existing Volunteer and Membership Officer, to ensure that recording and reporting not only meets the needs of the project but can be incorporated as part of the Garden's overall activities and achievements.
15. Liaise with others in the Project Management Team as well as specialist consultants to identify project tasks and schedules for volunteers, and co-ordinate recruitment suited to these.
16. Work with others across and beyond the team, ensuring high standards of communication to staff and stakeholders, as well as consultants, volunteers, learners, and visitors.
17. Contribute to the planning and delivery of activities designed to increase the level of skills and knowledge of those involved in historic environment.
18. Organise supervision to deliver volunteering, learning, and outreach activities and events, contributing to this yourself as required.
19. Actively market the project opportunities aiming to encourage and enable the whole community, whatever their levels of skills and abilities to take part in the project.
20. Take responsibility for creating a positive and equality-focussed environment in which volunteers and learners of diverse capability and background will thrive. Ensure high standards of mutual respect and clear communication with and between individuals and groups engaged in the project.
21. Encourage and support individuals and groups who will participate. Seek to broaden the diversity and range of participants by brokering contact with hard-to-reach, minority ethnic or under-represented groups and communities. This may involve speaking to groups and attending meetings away from the Garden and at evenings or weekends.
22. Aim from the outset to contribute to creating a self-supporting network of participants and heritage activists that will be maintained during and beyond the project period.
23. Provide reports and analysis on engagement and learning outcomes and impact. Making recommendations for any improvements as well as problem-solving and finding solutions to challenges that arise.
24. Ensure project and any other record keeping is sufficient for audit purposes, quality assurance, and aims to meet best practice standards - maintaining confidentiality and data protection compliance. This includes using a range of electronic IT tools (databases, and spreadsheets) as well as paper for tracking participation returns and levels of engagement.
25. Promote mutually beneficial collaboration and arrangements with partner organisations, communities of interest, relevant local and national groups of experts and amateurs to achieve the project's heritage outcomes.
26. Collaborate widely with stakeholders, partners, participants, team members, and others to raise the reputation and build the positive profile and success of the project.
27. Seek to identify mutually beneficial 'spin off' opportunities arising from the project and to share best practice widely with other HLF projects or grant-aided schemes and organisations.
28. Contribute specifically towards the objective evaluation of the project's engagement activities, so that impact can be assessed both qualitatively and quantitatively.
29. Contribute to development of further projects ideas and programmes. This may include helping to prepare bids or seek funding from alternative as well as existing sources.

C. Other General Duties

1. Contribute, as a member of the Garden staff team, to any activities or duties that support and promote the Garden, and help in its smooth day-to-day running and its overall success.
2. Such other duties as from time to time will be allocated.

PERSON SPECIFICATION

It is essential in your application that you provide evidence and proven examples showing specifically how you meet each of the selection criteria of the job requirements. These competencies will be further developed and discussed in detail with those candidates invited to interview.

- Specified below are the criteria that are considered necessary to undertake the duties of the role.
- The person specification forms part of the information made available openly to applicants.
- This information will be referred to at all stages of the recruitment and selection process.
- To be short-listed and/or selected for interview, candidates must meet these criteria adequately.

Criteria and evidence expected:		Method of Assessment			
		Paper application	Interview	Occupational assessment	
	Education/Qualifications				
	Knowledge/Experience				
	Competencies/abilities				
Essential Criteria					
1	Educated to degree level or equivalent professional competence, with evidence of numeracy and literacy	√	√	√	
2	Ability to taking minutes and servicing meetings, with proven competence in supporting office or field-based projects, or clear capacity to develop this.	√	√		
3	Demonstrated knowledge and experience of managing volunteering, public engagement, and/or outreach activities in a practical setting.	√	√	√	
4	Proven IT and keyboard competence with ability to use a diversity of packages, tools, and systems confidently and record information accurately.	√	√	√	
5	Evident organisational and planning skills, able to prioritise own time and that of others, and to multitask.	√	√		
6	Assured and proven interpersonal and written communication skills in English and Welsh with clear flair for engaging and motivating people at all levels.	√	√	√	
7	Ability to initiate collaborative working across and between diverse groups and organisations to deliver outcomes and achieve objectives	√	√		
8	Understanding of practical safeguarding, risk management, and health and safety needs in a year-round field and office project environment.	√	√		
9	Creativity and eye for design - appreciation of how to capture and engage people's interest and imagination	√	√	√	
10	Ability to analyse and review results, and report on progress to committees and others.	√	√		
11	Flexibility, adaptability, dependability, and reliability – a safe pair of hands who gets the job done.	√	√		
Desirable Criteria					
12	Practical experience in a volunteering environment	√	√	√	
13	Interest and enthusiasm for heritage and the purposes and objectives of the project overall, as well as understanding and appreciation of the charitable objectives and purposes of the National Botanic Garden of Wales	√	√		