

JOB DESCRIPTION
Administrative and Communications Assistant

Hours: 14 hours per week

Location: Hybrid with expectation of attendance at office in Central London on Wednesdays. Remainder of hours worked flexibly.

Salary: £13-£15 per hour

Contract: Initial 6 months FTC with possibility of extension and permanent role development dependent on performance, grants, other funding and contractual arrangements.

About us

London Historic Parks and Gardens Trust (LPG) is the County Gardens Trust for London. We are a registered charity founded in 1994 and have about 500 members. We organise a programme of lectures, and other events related to historic and other landscapes in London. These outputs are reliant on a network of regular volunteers. Our purpose is to protect London's historic landscapes for the benefit of everyone. We are governed by a Board of Trustees. We are affiliated to the Gardens Trust.

Purpose of role

You will be a highly organised, practical, and friendly person supporting our very small office. You will help implement new membership arrangements and assist with the communications to all our varied supporters via email, large mailings, bulk e-communications using Mailchimp and through our social media channels. You will handle other administrative tasks as they arise to support the Volunteer Coordinator and Administrator.

Reporting Relationships

Reports to Volunteer Coordinator and Administrator. Will receive guidance from Membership and Fundraising Consultant.

Start Date

As soon as possible

Role Profile

What you will be accountable for

1. Looking after the Trust's membership

- Dealing with renewals and new membership administration
- Maintaining membership records and responding to members' queries.
- Coordinating regular postal mailouts of information (including a members e-newsletter) and ensuring the members receive their package.

2. Undertaking communications and large mailouts

- Inputting content supplied in Mailchimp for monthly:
 - members' e-newsletter;
 - garden and volunteer e-newsletter

- e-bulletins to market Lectures and other activities to the wider public.
- Maintaining oversight of all the Trust's Social Media Channels (Twitter, Instagram, Facebook) sharing images and news

3. General administration and ticketing work

- Paying into the bank
- Inputting invoices and collating necessary information to support the Trust accounts on their online accounts package.
- Ability to support ticketing platforms for events eg. Bookwhen

4. Maintaining the office and other ad hoc duties

- Maintaining a pleasant and safe working environment at Duck Island Cottage including tidying after meetings and ensuring a supply of milk, tea and coffee
- Other duties as required by the Volunteer coordinator to support other record keeping

Personal Attributes, Skills, Knowledge and Experience;

Essential

Personal attributes

- Excellent communicator, both written and spoken English
- Numerate
- Good organizational skills and time-management
- Self-motivated and practical
- Demonstrable administration experience
- Proactive positive attitude and willingness to learn on the job and try new ways of working.

Knowledge and Experience

- IT skills including experience of the following packages (or demonstration that can learn on the job) for:
 - Office 365 including MS Word, Excel etc.
 - Mailchimp
 - Buffer or Hootsuite or other similar package
 - Wordpress
 - Various social media channels

Desirable

- Knowledge of managing membership services
- Experience of working with volunteers and the sensitivities with this
- Understanding of basic book-keeping and invoice systems.
- Enthusiasm in London's parks and green spaces

To apply:

Please send your CV and a covering letter (no more than 2 sides) to office@londongardenstrust.org.

Applications will be reviewed on an ongoing basis and candidates demonstrating suitable skills invited for an online test prior to interviews. If the right candidate applies, we may recruit before the closing date.

The closing date for applications is 11th August.