



Horticultural Sales & Administration Co-ordinator

Lindengate Mental Health Charity is located at a stunning five-acre site in Buckinghamshire, where nature breathes new life into anyone needing support with their wellbeing. The garden lends itself to supporting people in recovering from a range of mental health needs.

The natural beauty and richness of the site help to restore and heal, whilst specialised gardening, conservation, construction, cooking, and nature based art and crafts activities provide focus and purpose. Add to this the community of volunteers and staff who nurture a supportive, inclusive and safe environment and you have a recipe for success.

Role title:	Horticultural Sales and Administration Coordinator
Reporting to:	Horticultural Manager
Based at:	Lindengate site
Hours:	16 hours per week (over 3 days, preferred)
Salary:	£11.25 per hour

MAIN DUTIES AND RESPONSIBILITIES:

To take the lead in:

- Day to day processing of sales enquiries and queries, and to assist with estimates by email, telephone or face to face.
- Set up and manage an online sales digital platform.
- Work with the Hort Manager and the Hort team to offer guidance, and plant advice to customers based on a customer's specific requirements.
- Coordinate and assist in the production of Lindengate's sales and promotional literature including wildlife habitats, wildflowers, cultivars and trees.
- Work with the Hort Manager and team to set up and help manage our promotional presentation areas at Lindengate and at friends of Lindengate's sites within the local community.
- Assist in expanding Lindengate's sales opportunities and distribution networks.
- Maintain the 'donations in kind' database.
- Assist with the watering and the labelling of Lindengate's cultivars, wildflowers and trees located at Lindengate.
- Assist the team in keeping Lindengate's plant stock healthy and of a high quality.
- Provide assistance in planning seasonal hort and conservation sales opportunities.
- Deal with enquiries on the telephone and forwarding to the appropriate department.
- Facilitate the arrival of visitors to site.
- Provide administrative support.

Other responsibilities:

- Support in the implementation of some site-based volunteer, corporate fundraising and community group events and programmes.
- Support the Hort team in the development of a programme of growing and productivity on site to support its financial sustainability.
- Set and maintain a high standard of work performance and deliver quality consistently and efficiently.
- Attend meetings as required for the business.

PERSON SPECIFICATION

A natural aptitude to deal with a highly flexible environment. An empathy for those dealing with mental health needs.

- Must have a passion for and knowledge of wildflowers and trees with a willingness to learn about cultivars.
- A desire to succeed in whatever tasks are undertaken.
- Proven track record of promoting sales and service with an exemplary customer approach.
- Ability to adapt on a daily basis to the varied demands of the job whilst working well under pressure.
- Consistent attention to detail.
- Confident in giving plant advice with a positive and prompt attitude.
- Comfortable in informing others and requesting information from the Hort Manager when required.
- An ability to be self-motivated whilst enjoying being part of a team.
- A willingness to join company events and socials where possible, with an ability to build relationships with team members and Lindengate's participants.
- Competency in Word & Excel, Google Mail and Microsoft 365. Excellent IT skills for record keeping.
- Competency in working to budgets and resourcing.
- Competency in project co-ordination.

Personal attributes

- Responsive to guidance and instruction.
- Good communication and negotiating skills that are clear, engaging and responsive.
- An empathy for people with mental health needs, especially young people.
- Values that are in line with Lindengate's policy to conserve nature and use eco-friendly and recycling methods.
- High personal standards, including good time keeping, ability to meet deadlines and general good husbandry with all activities.
- Enthusiastic personality with an ability to work as part of a team.
- Pleasant and patient manner, and ability to relate positively to many different kinds of people.
- An ability to deal with changing priorities and respond happily to the need to be flexible.

COMPLIANCE WITH POLICIES

All duties and responsibilities should be carried out in accordance with agreed policy and procedures, in particular the policies on Vulnerable Adults, Boundaries, Safeguarding, Confidentiality, Data Protection and Health and Safety.

Support: Training, where specifically required for the role, will be provided.

Security Checks: Employment is subject to a satisfactory Enhanced DBS check.

To Apply, please submit a full CV with covering letter to charlie.powell@lindengate.org.uk

Telephone: 01296 622443

Website: www.lindengate.org.uk