

JOB DESCRIPTION

JOB TITLE Gardening Administrator

ACCOUNTABLE TO Head of Care Services

SUPERVISED BY Service Co-ordinator

JOB PURPOSE

Age UK Leicester Shire & Rutland is dedicated to supporting older people by providing essential services that improve their quality of life. Our Gardening Service helps maintain safe and accessible outdoor spaces, ensuring our clients can continue to enjoy their gardens.

The role of Gardening Administrator is vital in ensuring the smooth running of our gardening service, handling enquiries, scheduling visits efficiently, and supporting staff with administrative needs.

MAIN DUTIES AND RESPONSIBILITIES

1. Act as the main point of contact for new enquiries, service requests, and staff queries.
2. Handle telephone and email enquiries promptly and professionally.
3. Schedule gardening visits in the most cost-effective and efficient way.
4. In liaison with the Service Coordinators, arrange cover for staff absences to ensure continuity of service.
5. Accurately input timesheets and other information for payroll and invoicing purposes.
6. Liaise with the Finance Department regarding invoice queries.
7. Manage cash handling and maintain accurate financial records in line with organisation procedures.
8. Filing/archiving of paper information including timesheets.
9. Support the Service Coordinator to inspect gardening equipment and to arrange repair where necessary.
10. Promote and deliver services in a which is sensitive and responsive to client needs.
11. To have a basic awareness of the range of services offered by Age UK Leicester Shire & Rutland, and to signpost clients to appropriate services as required.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____