**Walthamstow and Chingford Almshouse Charity JOB DESCRIPTION**

**Job Title: Allotment Manager**

**Position Description:**

The Allotment Manager is responsible for all aspects of managing the Charity’s four allotment sites, reporting to the Clerk to the Directors of The Walthamstow and Chingford Almshouse Charity.

**Key Areas of Responsibility:**

Fulfilling day to day and required activities associated with the allotment sites, non-cultivation, correspondence, applications, waiting lists, site maintenance, rent collections and increases, liaison with local authority and other bodies. The position requires matters such as Health and Safety, Data Protection, Environmental standards to be managed and maintained for the Charity and to work as necessary with police and Local Authority in respect of criminal or anti-social behaviour, and the protection of the Charity’s allotments. There is scope for the position holder to undertake analysis, produce reports and make recommendations for site improvements.

**Relationships:**

Responsible to: The Clerk to the DirectorsResponsible for: Allotment Management*.* **Main tasks of job:**

1. Manage, acknowledge and track all correspondence and applications in relation to the Charity’s allotment sites, covering existing and prospective tenants, using the data bases and lists.
2. Maintain an accurate and up to date waiting list for allotments, with a view to keeping all allotments occupied and ensuring that the application and allocation process is transparent and fair and meets the Charity’s eligibility criteria.
3. Provide general advice to applicants, keeping them informed of the process, criteria and waiting list details.
4. Ensure tenants are clear on their obligations and standards that they must fulfil to maintain and run a charity allotment
5. Where possible, in conjunction with representatives from the site committees, show applicants around the respective allotment sites.
6. Prepare and draw up tenancy agreements and ensure these are up to date and fit for purpose.
7. Maintain the allotment database and numbered site plans to ensure maximum occupancy of each site and that tree plans and surveys are commissioned and updated.
8. Provide advice and guidance to promote a good standard of plot cultivation.
9. Where advice and guidance has not brought sufficient improvement, initiate action against plot holders in cases of breach of tenancy rules, including drafting letters including eviction notices, providing photo evidence in accordance with the Charity’s procedures,
10. Annually, using the database and with the assistance of other staff, prepare and post rent increase letters for all allotment tenants – Approximately 400.
11. Reconcile payments for allotments, liaising with the Finance Manager as required. Maintain financial records and in line with the Charity’s guidelines, enforce tenancy conditions to manage cases of non-payment of rent and site fees.
12. Regularly report and list non-payment / late payment of rents for the Clerk to the Directors and the Charity’s Allotment Committee.
13. Develop an annual work plan which identifies and prioritises maintenance work required.
14. Where the Charity holds responsibility for boundaries ensure these are maintained, including trees, shrubs and hedging.
15. Arrange site access for contractors, liaise with the Clerk or Finance Manager before committing to expenditure. Inspect the standard of completed work and authorise invoices when work has been undertaken to the required standards.
16. Establish and maintain good working relationships and lines of communication with site representatives/ committees, attend site committee meetings as and when required.
17. Promote the Charity’s policies and procedures in respect of the sites.
18. Provide advice, share relevant information and where agreed with line manager assist site committees with fundraising applications
19. Preparing written reports and excel spreadsheets for the Charity’s allotment committee which meets bi-monthly, taking and writing up minutes of the meetings. Attend meetings of the Waltham Forest Allotment Holders Association; the frequency of attendance to be agreed with the Clerk
20. In compliance with insurance requirements, visit all four sites at least once a month to monitor standards of cultivation, inspect for boundary encroachment, tree safety, fly tipping, path maintenance, signs of fly tipping and generally ensure compliance with allotment rules and health and safety matters. One of the visits must be at the weekend.
21. Where required, report and manage incidences of trespass, adjoining property disputes, boundary issues, fly tipping etc. Liaise with the appropriate third parties e.g., insurers, environmental health and the police on specific issues. Provide advice and support to allotment tenants and site committees to notify the relevant agency where appropriate, such as the police to report crime.
22. Liaise as necessary with other bodies such as Public, Statutory and Voluntary Agencies, e.g., Local Authorities, Corporation of London, Specialist Colleges, National Society for Allotment and Leisure Gardeners, including the local representative, and the National Association of Beekeepers.
23. In conjunction with the Clerk, assist with identifying own training and development requirements as part of the appraisal process. Attend any training as required.
24. Abide by the Charity’s policies and procedures notably in relation to the Health and Safety at Work Act 1974, Equal Opportunities and General Data Protection Regulations and confidentiality.
25. Undertake any other reasonable task requested.

**Physical Demands**

The physical demands are twofold. In the office the role will typically be straightforward, involving the routine use of standard office equipment on site and for the position holder to be able to undertake travel between allotment sites when required and travel to meetings/training events off site. The work on outdoor allotment sites requires mobility and dexterity and flexibility to inspect and assess our allotments in all weathers, including areas where space may be confined and areas of rough and uneven terrain. There is a requirement to be able to spot and respond to hazards, dangerous situations and or warning signals involving property and grounds maintenance.

**Work Environment**

The office-based role elements of work are typically undertaken in a low risk/relatively stable environment where responsibility for health & safety is that of due care and diligence. In the allotment site-based elements of the role there is a requirement to understand and apply more detailed health and safety regulations and procedures, ensuring compliance with appropriate legal and regulatory standards in own work area such as, COSHH, manual handling and the prevention of trips and slips and general site safety and compliance.

**Conclusion:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

**Person Specification:**

**Required and Preferred Education and Qualifications:**

* Preferred, educational requirements: GCSE or equivalent or a horticultural or green space management qualification such as NVQ, OND, HND, or RHS Diploma.
* Required, good numeracy skills.
* Required, good English communication skills written and oral.

**Required and Preferred Knowledge, Experience and Technical Skills:**

* Required, good interpersonal and communication skills with experience of working with the public, service users, contractors, colleagues at all levels and with organisations, such as Local Authority, police, Utility Companies.
* Required, Good horticultural skills, an interest in plants, food production the environment and good horticultural practice.
* Required, Working knowledge of Health, Safety and Environmental regulations for horticulture and allotments.
* Required, good IT skills with Word, Excel and Email.
* Required, good office-based skills, knowledge of how to use printers, telephones and other core equipment.
* Required, good administration and record keeping skills to maintain data on key performance indicators (KPI’s) and rent records.
* Required, good numeracy skills to manage and track rents, plot measurements and conduct site surveys.
* Required, good assertiveness and personal diplomacy skills.
* Required, flexibility to work outside and as the seasons require (visits / call outs / emergencies) and to work one Saturday and Sunday each month and some evenings.
* Required, clearance of basic DBS check.
* Required, understanding of confidentiality and data protection matters to ensure these are maintained in own role.
* Preferred, experience of making proactive recommendations and implementing projects and plans for improving process, service and performance in own job role.