# GREAT DIXTER CHARITABLE TRUST
## Job description
## Administrator

Reports to: Senior Manager, HR & Administration

Location: Great Dixter House and Gardens. East Sussex

Permanent position: Monday to Friday 40 hours a week worked over 5 days. (There may be some flexibility).

Salary: £29,500 p.a.

The Great Dixter Charitable Trust is a historic house and internationally famous garden which welcomes approximately 50,000 visitors a year and brings in an income of over £2,220,000. It is fortunate to be in a financially secure position. During the open season it employs between 70 and 80 staff and has approximately 50 volunteers supporting its work. Great Dixter provides free horticultural training for the head gardeners of the future, is passionate about experimental and creative horticulture and has led the way in gardening for biodiversity. The charitable work is supported by fundraising and income from admissions, a wide variety of educational courses, a Nursery, Shop and Café.

**About the role:**

We're looking for someone with excellent administrative skills, to include knowledge of office procedures, constructing emails and letters and strong telephone and communication skills. With a methodical and highly organised approach, you will be able to work effectively under pressure in a busy office and prioritise tasks. Being flexible and able to manage change is essential, you will have excellent IT skills including internet applications, Word, Excel, Outlook, mail merge and label runs and be familiar and enjoy working with and manipulating databases.

### 1.0 Duties and Responsibilities

1. Managing multiple email boxes, responding to a variety of enquiries and forwarding on promptly if appropriate
2. Managing Group (Coach) Bookings. This involves precise scheduling of coach party visits (approximately 200) throughout the season from first enquiry to arrival. This includes email exchanges with the client, maintaining an Access database of all bookings as well as

a paper diary, producing reports each month for the Ticket Kiosk and retail areas so they are aware of which groups are visiting and when

3. Managing edits to the website, including sourcing and uploading new images and writing/updating content
4. Assisting with the general administration of education courses on site and welcoming attendees on the day
5. Setting up and monitoring ticketed events on Ticket Tailor
6. In person Symposia. These are week long residential courses held four times a year at Great Dixter and led by the Head Gardener. All aspects of the administration of these from setting up the events on Ticket Tailor, managing the bookings, liaising with attendees, booking their hotel, airport transport, organising the hire of a minibus for the week
7. Administration of the Friends' database (Beacon). Sending renewal reminders, accurately recording details of Friends' and Donors, producing and creating reports, logging subscriptions and donations. Using the Charities Aid Foundation platform
8. Online Symposia. These are online courses for those who are unable to access the residential courses (Point 6). Setting up on Ticket Tailor, uploading lecture recordings to Vimeo and sending out links to attendees. Setting up Zoom links for the live Question & Answer sessions. Responsible for all correspondence to/from attendees
9. Administration of Annual Tickets. Issuing and sending of Annual tickets, entering on the database, sending renewal reminders
10. Being the first point of contact for telephone enquiries
11. Franking of all outgoing mail
12. To stand in for colleagues and undertake other duties as requested
13. To act in accordance with the organisation's health and safety procedures
14. To follow the Trust's sustainability policy in the exercise of all duties

## Great Dixter Charitable Trust
## Person Specification: Administrator

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The following outlines the criteria for this post.

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| **Qualifications** | You will come from an administrative background and be able to demonstrate proven experience in a similar role |
| **Experience** | Recent and relevant experience in a fast paced administrative role<br>Using a wide variety of IT applications with confidence and ease<br>Problem solving |

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| **Skills and Abilities** | IT literate with a strong working knowledge of MS Office packages<br>Have a proactive, solutions based approach with the confidence to use initiative and troubleshoot problems<br>Excellent communication and interpersonal skills<br>A self starter and able to work well under minimal supervision within a team<br>High level of organisational skills, with the ability to prioritise tasks and meet deadlines<br>Ability to handle confidential information with discretion |
| **Qualities** | A proactive and enthusiastic approach to work<br>A sense of humour |
| **Other** | Able to work evenings and weekends on occasion. |