



Plant Centre Manager - Job Description - November 2021

Contract: Fixed-Term, 12 months (with a potential for a permanent contract)

Hours: Part-time 28 hours per week (some weekends, early mornings, and evenings)

Salary: £25,000 - £27,000 pro rata dependent on experience

Reports to: Chief Executive Officer

Walworth Garden is a charity dedicated to knowledge and nurture. Our mission is to improve lives by providing excellent learning and horticultural therapy through a garden that is open to all.

Walworth Garden is a registered charity and company limited by guarantee. The Charity is governed by a voluntary Board of Trustees. Our main charitable work includes horticultural training and horticultural therapy for those in need.

We also provide services that individuals or other organisations pay for in order to generate surplus income to support our charitable work.

Purpose of the Role

To be responsible for all elements of Walworth Garden's Plant Centre (open seven days a week). To liaise with the CEO and lead on initiatives that maximise revenue generation whilst adhering to the Garden's ethos. To manage a team of Garden Supervisors and volunteers so that the centre functions at its best in all seasons. To move the centre towards an increasingly sustainable system of operation.

The Garden is a small organisation and employees are expected to be reasonably flexible so that the evolving needs of all stakeholders are met.

Individual responsibilities

- Lead on propagation - focussing on specimens that will further and promote WG's ethos of plants for the discerning gardener
- Lead on sales, ensuring figures are collated and continue an upward trajectory

- Lead on online sales, ensuring a symbiotic relationship with the Plant Centre and a sustainable system of operation
- Lead on stock control, ordering, innovation, and waste reduction
- Lead on disease and pest control, adhering to and innovating organic principles in the process
- Lead on the use and maintenance of propagation facilities, setting standards of operation that can be replicated and delegated easily
- To ensure the Garden is appropriately staffed and is open seven days a week
- To liaise with the Head Gardener so that the Plant Centre is maintained in accordance with a pre-arranged set of values
- Give knowledgeable advice to visitors about plants in the garden and for sale
- Competently represent Walworth Garden and promote the work of the Charity and the Company
- Be our friendly, recognisable and helpful face at our busiest times of the week
- Oversee the administration of various workshops run at the Garden, ensuring attendees are welcomed, signed-in and catered for
- To work with the Head Gardener so that Plant Centre staff and volunteers contribute effectively to the maintenance of the Garden and grounds.
- Liaise with the Education Manager to instruct, empower and monitor the work of volunteers to ensure they are contributing positively
- Ensure the safety and security of our property, volunteers and visitors
- Maintain, with guidance, our community garden, building and plant centre
- Lead on stock orders (plants, pots, compost etc) and organise the delivery, unpacking, naming, logging and pricing accordingly
- Ensure the facility is left in an acceptable state at the end of each day
- To work with work experience placements and give them, and the Garden, the best possible outcomes

Joint responsibilities

- To comply with all Health and Safety regulations, ensuring that all reasonable steps are taken to ensure personal safety, the safety of other staff, volunteers and the public at all times
- To ensure the security and prevention of damage to the Garden, Garden buildings, vehicles, tools, equipment and stock owned or in use by the Garden.
- To maintain, under direction, the Garden site, including keeping the buildings and vehicles clean and all other property owned by the Garden, in good condition
- To respond appropriately to enquiries about the Garden and its work and relay any messages via email.
- Comply with Walworth Garden's Equal Opportunities, Public Sector Equality Duty, Health and Safety and all other policies and procedures

This role is subject to a satisfactory enhanced DBS check.

Plant Centre Manager - Person Specification

	Weekend Garden Supervisor	Desirable	Essential
Qualifications and training	<ul style="list-style-type: none"> Horticulture - Level 2 	X	
Knowledge and skills	<ul style="list-style-type: none"> A broad, international and cutting edge understanding of all things plants, both indoor and outdoor Plants for London's microclimate and common environments Plant propagation techniques Maintaining health and appearance of plants on display and for sale IT Confident, using iZettle, GSuite tools Wide ranging plant and gardening knowledge Composting & wormeries Excellent written and spoken English and strong verbal and written communication skills Good standard of numeracy Strong personal organisation skills Strong sense of business acumen 	 X X X	X X X X X X X
Experience	<ul style="list-style-type: none"> Retail iZettle Ecommerce or similar Garden centre / plant nursery work Practical gardening Organic gardening practices Delivering workshops Customer service 	X X	X X X X X
Personal attributes	<ul style="list-style-type: none"> Personable Punctual Environmentally conscious, preferably organically minded Confidence in giving advice, and admitting when there is something you don't know Keenness to learn Actively anti-racist 		X X X X X X
Other	<ul style="list-style-type: none"> First-Aid certified Mental Health First-Aider Hold a full, clean driving licence and experience driving a van in London 	X X	X