

## ROLE PROFILE

### Role Details

<b>Job Title: Horticulture and Office Co-ordinator</b>	<b>Department: Wales</b>
<b>Responsible for: None</b>	<b>Location: Builth Wells</b>
<b>Line Manager Job Title: Horticulture Manager</b>	<b>Last Updated: 1<sup>st</sup> January 2024</b>

### Job Goal

Support the effective delivery and co-ordination of Farming Connect Horticulture – 3 days per week Office management and special events – 2 days per week
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### Role Responsibilities

<b>Responsibility</b>	<b>Outcomes and measures</b>
Maintain and develop efficient systems for files and records including spread-sheets/databases	Systems developed and used by all
Support the planning, co-ordination and delivery of Farming Connect Horticulture	Outputs and milestones achieved Budgets well managed KPIs set and monitored against Ensure claims are developed accurately and on time
Support the Project Manager to prepare monthly claims and performance summaries and future projections where necessary	Monthly reports and dashboards
Administration support for team:  Diary control for team: Booking meetings / appointments, meeting rooms, travel, accommodation  Liaise with external companies to arrange bookings for general use of the building, plus bookings for events including Royal Welsh Agricultural Show and Royal Welsh Winter Fair. Raising Invoices for each booking  Minute taking and action point recording  Managing incoming phone calls, emails & postal enquiries  Ordering office equipment, liaising with Wales Director for building maintenance work  Arrange the annual Lantra Cymru Awards event, including liaising with Venue and organising nominees for each award	Effective admin team support recognised by project team/ Wales team Effective office administration and co-ordination First point of call for incoming telephone calls  Rental income of £14,000 p.a. as room hire  To run a clear Awards application and interview process as well as a high profile, well run Lantra Cymru Awards evening.
Data entry to record all evidence on BAS and BOSS (Farming Connect online systems) Liaise with Training Providers	Effective up to date data entry accessible to horticulture team Effective communication both telephone and electronic
Support Stakeholder delivery partners and co-ordinate the Stakeholder Group	Effective Stakeholder Group operating with meeting minutes and action logs
Maintain accurate records and evidence for project delivery, evidence and audit	Processes and systems in place fit for purpose

Support Communications Plan delivery with active social media promotion	Plan developed and delivered against Social media KPIs
Share project activity across the Lantra Wales Team and UK Teams where appropriate	Regular meetings and action log
Support Project manager and Development Officer where necessary	Review meetings

### Role Dimensions

<b>Budget responsibility: N/A</b>	<b>Number of Direct/ Indirect Reports: None</b>
None direct	

### Person Specification

#### Knowledge / Skills Required

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbal</li> <li>• Ability to co-ordinate and support project activity in the horticulture sector across Wales</li> <li>• Manage paperwork, process and financial records for a large project</li> <li>• Excellent knowledge of MS Office 2010 applications – Word, Excel and Outlook and social media</li> <li>• Ability to be flexible and adapt within a busy office environment</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of key employers/representative bodies in the Horticulture, Land based and Environmental sector</li> <li>• Welsh language</li> <li>• Knowledge of working within previous funded project activity</li> </ul>
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### Experience

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Willing to take responsibility for supporting and delivering within a small team</li> <li>• Able to offer admin and finance support to Project Manager and Stakeholders</li> <li>• Experience of working in a customer service environment</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Understanding of the horticultural sector in Wales</li> </ul>
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### Qualifications

<p><b>Essential</b></p> <p>None</p>	<p><b>Desirable</b></p>
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### Behaviours

<b>Behaviour</b>	<b>Outputs</b> ( <i>what they need to be able to do</i> )
Working Together	<ul style="list-style-type: none"> <li>• Work with others within Lantra to deliver required outcomes</li> <li>• Willingness to learn from and share information with others</li> <li>• Takes ownership and accepts responsibility for own actions</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Ability to present information which meets business and customer needs</li> <li>• Ability to clearly communicate individual and team objectives to ensure required results are achieved</li> </ul>

Decision making / Problem solving	<ul style="list-style-type: none"> <li>• Confident to work pro-actively and on own initiative</li> <li>• Makes sound judgements based on information available</li> <li>• Ability to analyse and evaluate data</li> <li>• Able to respond positively and proactively to external challenges to projects</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Willingness to listen and act on customer feedback</li> <li>• Understanding customers needs</li> </ul>
Innovation and change	<ul style="list-style-type: none"> <li>• Open to new technology and new ways of working</li> <li>• Ability to implement new processes</li> </ul>
Commercial Focus	<ul style="list-style-type: none"> <li>• Able to recognise and realise opportunities for promoting Lantra and its work</li> </ul>

