



Part time Administrator
based in Painswick, Gloucestershire

Role summary

A key part of a small and friendly team, our part-time Administrator supports the smooth operation of Painswick Rococo Garden's office function. Being the first point of contact for telephone and email enquiries, the post-holder is responsible for the back office administration of the Garden's till system and the co-ordination of our group visits, dealing with enquiries cheerfully and efficiently.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Trust.

Key responsibilities

- be responsible for the efficient administration of the office, including dealing with correspondence, answering phone calls and working with a range of suppliers to ensure the office and other departments can operate optimally.
- lead on the back office administration of the Garden's till system (currently Digitickets) to ensure admissions and products can be sold and accounted for accurately both online and onsite, including setting up and updating events, products and prices, managing bookings and refunds and producing reports.
- be the main point of contact for groups to ensure visits are successful, including dealing with enquiries, liaising with organisers, booking visits into the diary and arranging talks, refreshments and other special requests as well as ensuring the payment procedure is followed.
- support financial and other administrative processes as required, including assisting with the administration of the Trust's electronic mailing lists.

- provide administrative support to other departments as and when requested to ensure their smooth running, and to facilitate good communication between areas of the site.
- support the delivery of a high standard of visitor experience and provide outstanding customer service at all times.
- be part of managing a small team of office volunteers.
- be prepared to manage and resolve visitor feedback, including dealing with and responding to visitor comments.
- take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment.

Person specification

	Essential	Desirable
Qualifications and Experience:		
Experience of working in an administrative role	X	
Experience of working in a customer-focused environment	X	
Experience of working as part of a small team and under pressure	X	
Excellent level of skill with Microsoft software	X	
First aid qualification		X
Personal Qualities:		
Well-organised and confident	X	
An organised mind and logical, systematic thinker	X	
Numerate	X	
A natural communicator	X	
Amiable and agreeable	X	
Dependable and professional	X	
Effective working as part of a team	X	
Able to work effectively unsupervised	X	
Excellent attention to detail	X	
Resilient	X	
Caring yet efficient	X	

Hours of work

Fifteen hours per week.

Place of work

Painswick Rococo Garden

Salary

£26,000 per annum pro rata (based on a 40h week) plus discretionary benefits.
Pay is usually subject to an inflation-based increase in April each year.

Holidays

28 days paid holiday pro rata (including bank holidays) per annum.

References

Two professional references will be required, including one from a current or most recent employer.

Probation period

Three months.

Notice period

Six weeks.

Line Manager

Marketing Manager.

Dominic Hamilton

30 May 2025