



Garden Assistant Job Description & Person Specification

Responsible To: Head Gardener
Located At: The Hidden Gardens
Start date: April 2022

Background

The Hidden Gardens is a space for inspiration, learning and sharing. The main purpose of the role of the Garden Assistant is to provide a visual and engaging staff presence to ensure that all visitors have a safe and pleasant experience whilst preserving the property, plant collection and art installations of the Hidden Gardens.

Main Duties and Responsibilities

1. Maintain a professional and welcoming atmosphere for visitors whilst promoting the Hidden Gardens Code of Conduct
2. Monitor and patrol the Gardens to ensure that visitors engage in respectful and safe behaviour towards others and towards nature and the Gardens.
3. Identify potential hazards, while making regular patrols. Check installations and structures for damage including fire exits, perimeter fencing, all gates and sheds, greenhouses and artworks, raised beds, tree & plant collections.
4. Cordon-off areas as necessary, in accordance with the Gardens Health & Safety Policy and provide details of findings and actions taken, within the duty report.
5. Monitor visitor numbers and control crowds as required during festivals and events.
6. Keep the garden paths clean & tidy and free from litter.
7. Keep up-to-date about the Hidden Gardens programme of events and activities and resources available for the benefit of visitors. This will enable you to answer general queries from visitors to the Hidden Gardens as and when requested.
8. Support hirers of the Gardens and the Boilerhouse facility and assist in the set up and maintenance of these spaces as and when requested.
9. Occasional porter duties including lifting and moving (sometimes heavy) objects.
10. Be familiar with and understand the Emergency Action Plans and evacuation procedures and be able to implement them in case of an emergency, assisting visitors.
11. Secure the entrances, property and all structures at the end of operating hours.
12. Carry out basic maintenance and gardening tasks as requested by the Head Gardener, to a high standard.

13. Work alongside other Gardens staff and/or skilled Garden volunteers as and when required to do so.
14. Any other duties appropriate to the post and in line with the needs of the Hidden Gardens.

PERSON SPECIFICATION

Essential

- Diligent and security conscious
- Interest in The Hidden Gardens and its collection of plants and artworks
- Excellent interpersonal and communication skills
- Experience of visitor management within a Gardens/Events setting
- Ability to deal with difficult situations and challenging behaviour
- Ability to work on own initiative, since shifts will cover times when core staff will not be in the Gardens.
- Friendly, reliable, smart and trustworthy and continue to adhere to satisfactory disclosure checks
- Responsible individual with commitment to their work
- Excellent time keeping
- Flexible approach, able to commit to the Gardens seasonal shift pattern/events
- Experience and knowledge of working with members of the public
- Interest in gardening with practical gardening knowledge
- Prepared to work outdoors in all weathers, ability to undertake heavy work, including manual handling.
- Willingness to learn
- Ability to work as part of a team
- Ability to prioritise
- Numerate and literate

Desirable

- Health and Safety Awareness Training

Standard Terms and Conditions

Zero hours contract based on living wage rate per hour.

Paid Annual Leave and public holiday entitlement (pro rata) applies to this post, and payments are calculated quarterly in arrears throughout the year.

Work Shift Pattern

Shift pattern may vary during ongoing pandemic. On a monthly basis, in advance, you will be required to detail your availability to work shifts as part of the team of Garden Assistants. Occasional day time shifts arise on weekdays. Routine Garden shifts to be covered are as follows:

Apr – Sept

Fri	4-7pm
Sat	10-3pm & 3-6pm
Sun	12-6pm

Cover during summer School Holidays

Tue-Fri	4-7pm
Sat	10-3pm & 3-7pm
Sun	12-6pm

Oct - Mar	Sat	12-3.30pm
	Sun	12-3.30pm

- A 'buddy' system will be implemented to support the successful candidate in their first few shifts.
- An annual Garden Assistant training night will also be scheduled for the month of May.
- Protective clothing and uniform are provided.
- All Garden Assistants are required to make themselves available to work evening and weekend shifts. Equally, the Gardens will give consideration to allocating shifts as fairly as possible between the team of Gardens Assistants.