



St Andrews Botanic Garden Trust

www.standrewsbotanic.org
info@standrewsbotanic.org

The Application Pack Contains

- Job Description
- Background information about the Garden.
- How to apply and the application process
- Person Specification

Guest Experience and Executive Assistant

Salary	£21,000 pro rata
Hours	120 days pa (0.46 FTE), with an average 16 hour week from March – December inclusive (18 hours per week from April – September and 14 hours per week from October – March)
Contract	2 years fixed

St Andrews Botanic Garden (SABG) holds an exceptional, diverse and documented botanical collection in 18 beautiful acres, including half an acre of glasshouses. Located in the centre of the iconic town of St Andrews, it benefits from its links to this UK top 5 University and the global tourist interest in St Andrews.

You would be joining SABG at an exciting time in its history as it refocuses on making its gardens, plants and expertise relevant and accessible to a wider audience. SABG has recently gone through a transition to become an independent charitable trust and is in a challenging time of growth and development.

St Andrews Botanic Garden wishes to appoint a capable, organised and effective person who is able to provide administrative services for both the Guest Experience team and the Executive Director. This is an important role reporting to the Guest Experience Supervisor and requiring a close working relationship with other staff involved in programme and business delivery.

SABG is committed to attracting and developing the expertise and careers of exceptional individuals at all levels as part of its core mission and values. You can expect to work with other motivated and qualified colleagues and you will receive a professional development budget.

The successful candidate will need to be resilient and adaptable, able to thrive in a fast-changing working environment, flexible with regards to roles as growth occurs, and able to be creative to find and implement administrative solutions where no precedent exists.

The successful candidate will also have excellent communication (oral and written) skills and an ability to work as part of a team and with people at all levels. They will have administrative and customer service experience, familiarity with common database and communications systems and a commitment to providing a first-rate guest and administrative service.

Educated to undergraduate degree level or above, the role-holder will be able to prioritise effectively, organise meticulously and provide a friendly and positive welcome to visitors. They

will have a high level of computer literacy and technological awareness together with a methodical approach to work.

Purpose and Context

The Guest Experience and Executive Assistant will be responsible for undertaking customer service duties, responding to public and business enquiries to the Garden, general administration, and supporting research requirements. The post holder will maintain basic office systems and supplies, and maintain records and filing.

The post holder will be required to work under the direction of both the Guest Experience Supervisor and the Executive Director within a developing and changing environment where limited clear precedent exists. Successful applicants will thrive in this context, seeing it as an opportunity to achieve significant impact and introduce procedures appropriate to a small administrative team.

They will be able to prioritise effectively, have a strong work ethic, meticulous attention to detail and be confident with managing office paperwork. They will have a high level of computer literacy and technological awareness together with a methodical approach to work.

The successful candidate will also have excellent communication (oral and written) skills and an ability to work as part of a team and with people at all levels. They will have experience working in customer service and administration. The successful candidate will understand and maintain the confidential nature of elements of the work.

Main Duties & Responsibilities

The post holder shall:

1. Provide an efficient and guest focused service in response to enquiries as the primary telephone contact and via all other channels.
2. Undertake general administrative and support duties that arise in relation to the Guest Experience team, including opening and closing the Gatehouse, often as a lone worker on site.
3. Provide event support as needed, preparing meeting and event spaces, material distribution.
4. Assist with administration of garden programmes and Friends Membership from initial enquiry, booking form management, catering arrangements, guide and staff coordination and payment tracking.
5. Administer the purchasing of office supplies and review to ensure best value is obtained.
6. Maintain routine Health and Safety and other records.
7. Use Microsoft Office for development of clear documentation for all aspects of Garden business, promotional support, information and development of standard signage, forms and formats.
8. Take annual leave to align with visitor patterns and in discussion with the Guest Experience line manager.

If you require any further information at this stage or would like to discuss this post then please contact Harry Watkins at jobs@standrewsbotanic.org

All applications should be received by 5pm on Wednesday 3rd March 2021. Interviews will take place on Thursday 11th March 2021.

Background Information

St Andrews Botanic Garden was founded in 1889 and has developed on its present site since 1960. It is a beautiful and inspirational garden in the heart of St Andrews. The impressively landscaped 18-acre garden provides a haven within mature trees and shrubs, herbaceous borders, glasshouses and ponds.

Activities and events bring to life the scientific interest and botanical diversity of the Garden. Family activity trails, champion trees, play areas and informal activity provision ensure families are especially well provided for.

We believe passionately in the ability of gardens to change lives for the better. We want our Garden to be full of life, at the heart of our community and reaching out to difficult and under-served audiences through our public programming, educational activities and day-to-day operation.

Objectives

The Trust's primary objectives are:

- To welcome and encourage members of the public of all ages to visit the Garden for enjoyment and education about plants, their biology, and cultivation;
- To advance the education and awareness of the public, particularly children, in biodiversity, horticulture, botany and the environment through the provision of classes, workshops, short courses, out-reach programmes, publications, participation opportunities and other media promotion;
- To maintain, display and develop significant collections of named living plants and related objects available to all for reference and study;
- To provide an academic and scientific resource; and
- To contribute to botanical networks and research initiatives on plants, their environment, biodiversity and conservation, with particular reference to native flora of Scotland and the specialist living collections of the Garden.

Our values

- Beautiful gardens and natural environments are fundamentally important to the mental and physical wellbeing of all people.
- We live better, healthier and more satisfying lives when we can create, care for and enjoy gardens.
- The future of life on earth depends on the degree to which humans understand, value and protect plants and the habitats on which they depend.

How to Apply

The Person Specification (at the end of this document) provides details of the essential and desirable requirements for the post. You should use it as a guide and provide evidence that shows how you meet, as a minimum, the essential requirements for the post. You are asked in your written application to provide information about how you meet the requirements of Sections 1, 2 and 3 of the Person Specification. If invited to interview the Panel will ask questions about the information you have provided as well as questions to enable you to demonstrate how you meet the requirements of Sections 4 and 5.

Please submit a **Career History of no more than two sides of A4** that gives brief details of your education (Section 1) and also details of all posts you have to demonstrate how you have gained the experience (Section 2) required for the post.

Please also submit a **Supporting Statement of no more than one side of A4** to provide evidence that you have the abilities and skills (Section 3) required for the post. In addition, within your statement please explain briefly what attracts you to both this post and organisation.

Please also give the **names and addresses of two referees** who we might contact if required. One of the referees must be your current or most recent employer. Please indicate on your application whether it would be possible for us to collect references in advance of any interview. We will only contact the referees with your prior agreement.

So that we may contact you about your application please include within your application **your contact details** – full name, address (for any correspondence), telephone numbers (day time and evening) and email address (if you have one).

Submitting your application

Applications should be returned by email to jobs@standrewsbotanic.org or by post for the attention of Harry Watkins, St Andrews Botanic Garden, Canongate, St Andrews KY16 8RT by **5pm on Wednesday 3rd March 2021**. Applications received by email will be acknowledged on receipt by email. There will be no need to send a hard copy as you will be asked to sign your application if invited to interview.

Shortlisting process and interviews

Applications will be shortlisted and candidates who appear to best meet the requirements from the information given will be invited to interview. Interviews will take place on **Thursday 11th March 2021** via MS Teams or Zoom.

Information for applicants with disabilities

Please contact us in good time if there is any assistance you require.

Job Title	Guest Experience and Executive Assistant
Location	Botanic Garden, St. Andrews, Fife
Responsible to	Guest Experience Supervisor and Executive Director

Person specification

	Essential	Desirable
<u>Section 1 - Qualifications:</u>		
High standard of general education	√	
Relevant administration qualification		√
<u>Section 2 - Experience:</u>		
Administrative experience in a business environment	√	
Experience of working in customer-facing teams	√	
Experience in the charitable or academic sectors	√	
Experience of working with visitors and volunteers	√	
<u>Section 3 - Abilities and Skills:</u>		
Advanced administrative and office skills		√
Highly productive and adaptive in delivering work output	√	
Ability to work both independently and under close direction	√	
An ability to implement new technologies and systems		√
A high level of attention to detail in all work	√	
Flexible and able to be available for work at short notice	√	
<u>Section 4 - Knowledge and Understanding:</u>		
Knowledge of administrative systems and Microsoft Office	√	
Knowledge of the charitable and/or academic sectors	√	
Understanding of the participatory, conservation, education and social importance of Botanic Gardens.		√
<u>Section 5 - Personal Qualities:</u>		
High standard of personal and professional integrity.	√	
Commitment to the objectives and values of the Garden.	√	
Commitment to personal responsibility and leadership	√	
Commitment to collaborative team based working	√	