



ALLOTMENT OFFICER

Job Description

Job Purpose

To ensure all allotment sites are managed effectively including those overseen by Allotment Associations. To act and direct action to improve the allotment environment, and to build a relationship of mutual trust and respect with allotment holders, allotment associations and other stakeholders.

Duties and responsibilities

1. To promote, develop and represent the Council's Allotment Service.
2. To work with allotment holders and associations to ensure a consistent approach to the management of allotments.
3. To be responsible for dealing effectively with allotment enquiries by telephone, email, letter and in person.
4. To provide advice and support to allotment tenants, allotment associations, and site representatives in accordance with upholding allotment tenancies, conditions and rules, and other agreements in place.
5. Working with the Executive Officer to update tenancy, and other agreements in line with changing legislation as and when required.
6. To inspect and uphold plot quality standards, according to allotment tenancies, conditions and rules, and other agreements.
7. To make appropriate decisions and take action on all allotment tenancies, and other agreements, including issuing warnings and notices to quit.
8. To assess applications for structures, animals, and other potentially contentious items in consultation with stakeholders.
9. To investigate and respond to complaints and disputes, and to provide advice, mediation, and corrective action, in consultation with the Executive Officer.
10. To prepare a specification of work required to bring abandoned/neglected plots back into use and support the development of a plan to achieve this.
11. To assist in the further development of electronic records/databases/location plans.
12. To support the function of allotment administration, including issuing invoices and chasing non-payment.
13. To conduct site surveys and inspections, in accordance with health and safety and risk management, and to implement actions to resolve issues identified.
14. To identify any requirement for capital improvements to sites, in advance of the Council's budget process, and in consultation with site representatives and allotment associations.
15. To identify site repairs and prepare work orders according to the Council's Financial Regulations, and to ensure works are carried out satisfactorily.
16. To keep up to date with allotment legislation.
17. To support the Executive Officer/RFO to maintain the Council's allotment service within the budget available.

Other Responsibilities

1. Acting as a representative of the Council as required, including attending meetings with key stakeholders, positively promoting the council within the local community and being one of the Council's public-facing contacts.
2. To contribute to our priority in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.
3. To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.
4. Promoting equality, diversity, and inclusion and being aware of your own actions and those of others. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.
5. Attending training courses and seminars that support the role, and that contribute to personal and professional development.
6. Keeping updated records of time, annual leave, and travel, to support time time-off in lieu (TOIL) and mileage reclaims.
7. Carrying out any other relevant duties which may be assigned from time to time by the Council.

Person Specification

	Essential	Desirable
Qualifications	<p>Good general education demonstrating numeracy and literacy; GCSE (or equivalent), including English and Mathematics (A-C/9-4 or equivalent).</p> <p>Commitment to complete 'Managing Allotments in Local Authorities'.</p>	Managing Allotments in Local Authorities.
Skills	Excellent listening and verbal communication skills, able to engage with and exchange information professionally.	Creative thinking and problem solving.
	Promotes equal opportunities, diversity, and inclusion in all aspects of work.	High quality written communication skills, able to exchange information in writing to others.
	Always maintains strict confidentiality and professionalism.	Able to adapt to changing situations.
	Able to effectively engage and collaborate with a range of individuals and groups.	Advisory and mediation skills.
	Able to organise and prioritise workload and work independently.	Budgeting and numeracy.
	Able to remain calm in difficult situations.	Maintenance and repair.
	Consistency in decision-making and corrective actions.	
Knowledge/ Experience	Thorough knowledge of allotment law, or willingness to develop that knowledge.	Experience of managing or working an allotment.
	Dispute resolution and complaints handling.	Experience of working with organisations, associations, clubs, and volunteers.
	Public safety and security.	Advanced working knowledge of Microsoft Office (or equivalent).
	Operating within legal framework, upholding rules and regulations.	Enforcement, or regulatory action.
	Good working knowledge of Microsoft Office - Word, Excel, PowerPoint, and Teams (or equivalent).	Carrying out risk assessments.
Personal Qualities	Able to work within strict codes of conduct, policies, and procedures.	
	Able to establish good working relationships with wide-ranging people.	
	Self-motivated and resourceful.	
	Fair and un-biased.	
Other Requirements	Able to work occasional weekends when necessary.	Able to ride an electric bike for travel to and from allotments/town council office.
	Current driving licence and access to a car, or alternative.	