JOB DESCRIPTION: Project Support Officer/Office Manager - Intern

Streetscape is an award-winning social enterprise that **provides apprenticeships** in landscape gardening to young people who are long-term unemployed, enabling them to build the skills, experience and attributes they need to move into and retain work: **growing lives, transforming landscapes**.

To do so we **design**, **landscape** and **maintain** gardens across South London to the highest standards for residential and commercial clients, exemplified by our Silver-Gilt winning build of 'The Garden Pad' at the Hampton Court Palace Flowers Show 2013.

The Project Support Officer/Office Manager plays a vital role in the smooth functioning of Streetscape and our apprenticeships; building crucial links with partner organisations in the local community, providing administrative support to the team, and organising events – including 'taster days' linked to the recruitment of new apprentices.

As an internship role, we also offer the Project Support Officer extensive training in: working with unemployed young people who often have challenging backgrounds; sales and marketing; and the use of widely-used software packages, such as Salesforce and Sage.

Please apply to info@streetscape.org.uk providing a copy of your CV and a covering letter explaining why you would be suitable for the role.

Job title:	**Project Support Officer/Office Manager – Intern**
Reports to:	Chief Executive
Direct reports:	N/A
Key liaison with:	• Chief Executive • Head of Business Development • Landscape Trainers, including Head Landscaper • Partner organisations
Job location:	London (based at Myatt's Fields Park, SE5 9RA)
Pay band:	£6.70 p/h (4 days p/w, with potential to increase to f/t depending on funding and performance)
Contract length:	1 year fixed-term contract
Working requirements:	• Thursday – Friday, 8.30am-4.30pm with occasional meetings outside of these hours • 22 days leave p.a. (pro-rata), plus bank holidays
Job purpose:	• To manage the Streetscape office on a day-to-day basis, providing administrative and other office-based support to

	Chief Executive and other staff members • To develop and sustain strong links with local community • To organise Streetscape events: taster days, corporate volunteer days, outings, graduation ceremony
Main duties & responsibilities:	**Administrative Support & Office Management** • Answering, and where appropriate efficiently directing, phone calls (including sales-related) to Streetscape office. • Ensuring Streetscape office is maintained in an excellent condition, with admin systems maintained and stationery and consumables readily available and stocked. • Coordination of administration and materials behind apprentice and landscaper recruitment and induction, including onsite and online folders. • Upkeep of apprenticeship-related admin, including: scheduling and filing of appraisal notes, scheduling and filing of notes from assessor visits, recording 'Plants of the Week', typing up lesson plans and printing landscape specifications. • Coordination of apprentice 'exit', including: linking with 'Career Scaper', collection of folders, certificates and portfolios, ensuring 'exit' survey is carried out and keeping database of landscape/horticulture companies up-to-date. • Monitoring of past apprentices. • Compilation of information and statistics for interim and final donor reports, plus Streetscape Annual Report. • Organisation and numbering of transaction receipts, in preparation for bookkeeping; logging client feedback. • Coordination of: 6-monthly stock check, quarterly PAT testing, yearly fire extinguisher testing, quarterly checks of First Aid kits, quarterly checks on van-log books & mileage. • Clothing, PPE and stock orders • Updating Salesforce CRM system from fundraising, sales and other calls. • Miscellaneous administrative tasks. **Developing links with the local community** • Communications: ensuring Streetscape website is up-to-date; drafting and scheduling Facebook, Twitter and website 'News'

	updates; drafting and sending out quarterly Streetscape newsletter and quarterly newsletter to potential future employers of our apprentices. • Raising awareness of Streetscape's work amongst unemployed young people in the local area through i) networking and ii) building strong links with community organisations, support groups, Job Centre Plus, LB Lambeth and other organisations working with unemployed young people; maintaining an up-to-date database of contacts. • Seeking out any local fundraising possibilities. **Event organisation** • Taster days: scheduling, advertising and recruitment of unemployed young people to attend taster days (our initial point of recruitment for potential apprentices), logging of feedback and follow-up calls/actions. • Corporate volunteering days: scheduling, recruitment of volunteers and assignment of tasks, logging of feedback and follow-up calls/actions. • Streetscape Graduation Ceremony: scheduling, advertising to donors/supporters/clients, running order, organisation of food/drinks etc.

Person specification:	• A strong and unyielding commitment to the aims and ethos of Streetscape. • A highly-motivated self-starter with the ability to manage and prioritise a varied workload, learn quickly and adapt to new working methods as necessary. • A desire to pursue a career in the charity/social enterprise sector. • High emotional intelligence, with excellent communication and interpersonal skills. • Strong administrative and time-management skills. • Excellent telephone manner. • Excellent literacy and numeracy are essential (candidate must be educated to at least A-level or equivalent and have a GCSE C grade or above in English and Maths). • Strong IT literacy, in MS Word, Excel, internet, email and typing. • An interest in horticulture/landscape gardening is desirable.