



PALM HOUSE
S E F T O N P A R K

Recruitment pack – Business Support Assistant

Rooting for people, plants and place

Welcome to the Palm House

We are delighted that you are considering applying for a role with Sefton Park Palm House Preservation Trust. We are a charity that is responsible for the management and operation of Liverpool's much loved and iconic Palm House in Liverpool's Sefton Park. We work with our key partner Liverpool City Council, the owner of the building, to maintain and look after the beautiful building and plants from Liverpool's Botanic Collection.

Our organisational values are collaborative, community, inclusive, quality and sustainable.

These values guide our work as a team and with our visitors, communities and clients alongside our mission statement of "rooting for people, plants and place". Our key strategic aims are to:

- Improve the wellbeing of local residents
- Build understanding of the value of plants
- Provide opportunities for education and skills development
- Support pride in place
- Include and be representative of local diverse communities
- Sustain and diversify income.

Alongside our community and public programmes, the Trust raises its own income through private hires, a cafe and kiosk offer, donations and grants. All the income we raise funds the Trust.

We hope you will find the information in this pack useful, but if you need any other information about the role then please don't hesitate to contact colette.roberts@palmhouse.org.uk.

We look forward to receiving your application.

Best wishes,

Kate Johnson

CEO



Business Support Assistant

£12.60 per hour

16 hours per week

Summary

The Business Support Assistant is an important role in the smooth and efficient running of Sefton Park Palm House. Based in our office, the post holder will undertake important administrative duties including, answering telephone and email enquiries, diary co-ordination and note taking. The post holder will support the Finance Manager and other managers in business critical record keeping.

Key responsibilities

- Managing telephone and email enquiries, acting as a first point of contact for general enquiries
- Ensure urgent enquiries are forwarded to the appropriate colleague in a timely fashion
- Carry out the setting up for meetings and take clear and effective notes / log actions as required
- Support the Finance Manager in administrative tasks such as photocopying and scanning of financial information.
- Scan and upload documents to key platforms used by the Trust such as Xero and Bright HR.
- Order office and other supplies and maintain an inventory
- Support the maintenance of accurate records using Excel and other IT packages.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Person Specification

Experience

- Previous experience in an administrative role would be advantageous
- Experience in a customer-facing environment
- Experience of problem solving

Knowledge and Skills

- Strong organisational skills
- Strong administration skills
- Have clear written and verbal communication skills
- Take pride in delivering excellent customer and administrative service
- Strong team work skills
- Ability to prioritise tasks effectively
- Attention to detail
- Self motivated and able to use initiative
- Strong IT skills (Microsoft Office including Excel)