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Job Description and Selection Criteria

Job title	Administrative Officer (Friends of Oxford Botanic Garden and Arboretum)
Division	Gardens, Libraries and Museums (GLAM)
Department	Oxford Botanic Garden and Arboretum
Location	Botanic Garden: Rose Lane, Oxford, OX1 4AZ Arboretum: Oxford Lodge, Peacock Gate, OX44 9PX
Grade and salary	Grade 6: £32,332-£38,205 per annum
Hours	Full time (37.5 hours / 100% FTE)
Contract type	Fixed-term (1 year) with possibility of extension
Reporting to	Head of Operations (line manager) Directors of the Friends (operational)
Vacancy reference	158091
Additional information	*You will be contractually required to occasionally work evenings/weekends/bank holidays/fixed closure days for which University overtime rules apply*

The role

This is a responsible position, which offers the opportunity of involvement at the centre of one of the University's oldest collections, and a close relationship with the Friends of Oxford Botanic Garden and Arboretum (FOBGA). FOBGA is an independent charity which raises funds to support the work of the garden and arboretum.

The Administrative Officer will work with Officers of the Friends (members of its Board) and Garden and Arboretum staff to manage, develop and implement procedures which will ensure the continued smooth running of the Friends and all its activities and the further expansion of the membership. The role covers database management, membership, finance and banking, events and communications and includes liaising with the Friends' Visits Ticketing Administrator, Treasurer and other volunteers.

The Administrative Officer will be the first point of contact for Friends enquiries and this requires an experienced individual able to handle information of a sensitive and sometimes confidential nature and to work alongside the Friends' Visits Ticketing Administrator, redirecting queries as appropriate. It is essential that the post holder exercises good judgement and has excellent written and oral communication skills. This is envisaged to be a demanding but challenging and exciting role.

Responsibilities

- **Manage the Friends' membership** (currently just over 3,500): The role encompasses the day-to-day management of the database, which operates on two environments (Raisers Edge and Blackbaud Internet Solutions). Update and manage the membership database, process new memberships and manage the renewals and cancellation processes. Process membership cards, new, expired and lost. Oversee all communications via the Friends Administrator inbox. Terminate memberships for those who didn't renew membership by cheque the month before and communicate membership status to members and ex-members. Working with the Friends' Board and volunteers where appropriate, the post-holder will assist with recruiting new members. Provide Monthly membership figures to the membership secretary and treasurer.

- **Friends' finance:** Process and maintaining financial records on excel, liaising closely with and updating the Friends Treasurer providing detailed financial reports. Process membership payments via Raisers Edge. Process the monthly Direct Debit claims including cancellations and changes, via BACS and deal with queries relating to Direct Debits.

  Process the annual Gift Aid return to HMRC. Act as the Charity's primary user for Internet banking. Be responsible for the receipt and appropriate banking of the Charities income and monthly bank reconciliations. This includes processing all cash, cheques and credit card receipts as received, identification of BACS payments and donations received for the Friends Charity bank accounts. Oversee the online payments system and the collection of direct debits on behalf of the charity. Provide full administrative support on a range of financial matters from the paying and raising of invoices, to regular and timely banking, to clearance of expenses claims made by members of the Friends Forum.

Be the primary contact for use of SUMUP and hand held devices used for contactless payments. This involves running reports, dealing with payment queries in liaison with the Treasurer of FOGBA

- **Friends' communications:** support communications activity including press, marketing (print and e-marketing), and content development. This includes supporting the publication and distribution process of a thrice-yearly Friends newsletter, working closely with the OBGA Editor, the Friends Editor, and the print agency; co-ordinating a thrice-yearly e-bulletin and distributing this by drawing mailing lists from Raisers Edge (membership database). Managing necessary ad hoc communications to Friends.

    Co-ordinating and updating Friends information on the OBGA website. Support the Friends with correspondence associated with fundraising projects and matters arising from it.

- **Database:** Manage the Friends' database in a way that is GDPR (General Data Protection Regulation) compliant; support development and improvement of processes and procedures relating to GDPR compliance and database management on an ongoing basis. Use database skillset to address technical issues and to interrogate data. You will be required to run mail-merges and lists, create events and connect these to the OBGA website. (Mosaic training will be provided)

- **Friends Events:** Work alongside the Friends' Visits Ticketing Administrator for Friends' events. Create and manage events within the membership database, linking to the OBGA website, issuing tickets, oversee and maintain attendance lists, capture payment and maintain financial records, and banking income. Process and pay invoices arising from Friends events from the Charity's bank account.

- **Other administration:** Deal with e-mail, phone and postal enquiries from members of the Friends. Keep Friends' Directors regularly updated of progress regarding membership recruitment and finances. Prepare information as required for meetings of the Friends Directors and Forum. This includes preparing reports on membership numbers, financial transactions and occasional agenda papers and other adhoc reports.

- Act as a liaison person between members of the Friends Board (who are all volunteers and do not work in the office) and members of Garden and Arboretum staff.

- Stay up-to-date and comply with all relevant University policies and procedures, understanding how they relate to the department's relationship with the Friends.

Selection criteria

Essential selection criteria

1. A high standard of general education, preferably to degree level, or with substantial equivalent experience.
2. Strong numerical skills and experience of using financial systems and of banking processes.
3. Experience of managing and maintaining databases. Raisers Edge or similar CRM preferred
4. An understanding of regulations relating to the handling and management of personal data (GDPR and PECR).
5. Experience of providing administrative support to trustees.
6. High standard of literacy and ability to draft correspondence, etc.
7. Meticulous and conscientious, with demonstrable attention to detail and outstanding organisational and communication abilities.
8. Strong self-motivation, with the demonstrated ability to work effectively with minimal supervision, and as part of a team.
9. The appropriate interpersonal and communication skills to interact with senior people internally and externally, from a wide range of backgrounds; the tact and judgement to deal with sensitive and confidential situations.
10. Demonstrated ability to manage a portfolio of tasks using effective organisation and prioritisation skills, including working under pressure, coping with unpredictable volumes of work and meeting multiple deadlines. Experience in record-keeping and managing systems for follow up actions.
11. Excellent skills in office IT systems, especially Word, Excel and Outlook. An experienced user of e-mail and the Web, including internet banking.

Desirable selection criteria

1. Proven experience of working in a busy institutional environment would be an advantage especially if this is within Higher Education or Charity environment.
2. Self-starter, able to work largely by yourself.
3. Experience of updating and maintaining web pages (training will be provided).
4. Experience of managing information using Raiser's Edge or similar donor management software (training will be provided).
5. Experience of using bulk mailing services to produce and send e-bulletins.
6. Experience of processing direct debit instructions and payments.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Oxford Botanic Garden and Arboretum

Founded in 1621 as a physic garden, Oxford Botanic Garden is the oldest botanic garden in the UK. Today, the mission of Oxford Botanic Garden and Harcourt Arboretum (OBGA) is to inspire people with the scientific wonder of plants and we welcome over 200,000 visitors each year across both sites. The Garden and Arboretum together hold a collection of 5,000 different types of plant which form the basis for scientific research, conservation, and science-based education and programming. Harcourt Arboretum has been part of the University of Oxford since 1963. The site comprises 130 acres containing the best collection of trees in Oxfordshire with some of the oldest redwoods in the UK. Seasonal highlights include wildflower meadows, rhododendrons and bluebell woods.

For more information please visit: https://www.obg.ox.ac.uk/

The University of Oxford Botanic Garden and Arboretum holds a Bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Gardens, Libraries and Museums (GLAM)

Oxford University's gardens, libraries and museums form one of the greatest concentrations of university collections in the world. Comprising over 21 million objects, specimens and printed items, they constitute one of the largest and most important research repositories in the world and provide an

outstanding resource for scholars, students and members of the public. The GLAM venues are located in and around Oxford and include the Ashmolean, Bodleian Libraries, Botanic Garden and Harcourt Arboretum, History of Science Museum, Museum of Natural History and Pitt Rivers Museum.

Vision
The Gardens, Libraries and Museums share the University's globally significant collections in order to promote research, learning and enjoyment, which inspires the advancement of knowledge and a better understanding of the world.

For more information please visit: https://www.glam.ox.ac.uk/about

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates
A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help
Help and support is available from: https://hrsystems.admin.ox.ac.uk/recruitment-support

If you require any further assistance please email recruitment.support@admin.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.