



**Job Title:** Bookings and Office Administrator

**Organisation:** Calthorpe Community Garden

**Location:** London, UK

**Hours:** 35 hours a week with possibility of overtime for events

**Salary:** Starting from £23,543 pa

**About Calthorpe Community Garden:**

Calthorpe Community Garden is a vibrant urban green space in the heart of London, dedicated to fostering community engagement, education, and environmental sustainability. We provide a range of programs and activities for people of all ages and backgrounds, including gardening workshops, school visits, volunteer opportunities, and community events. Our mission is to connect people with nature, promote healthy living, and create a more sustainable future.

**Job Description:**

**Managing Business Streams**

**Room and Pitch Hire**

- Customer management
  - Maintaining relationships with with long-standing room and pitch hire customers
  - Taking meetings to organise room and pitch hire, including leading site tours
  - Responding to all email inquiries about room and pitch hire
- Managing the calendar via LemonBooking
- Managing our room and pitch hire partner accounts
- Being available where required to shift working hours to be onsite for bookings
- Invoicing for room and pitch hire bookings and chasing up where necessary
- Managing room hire bookings on the ground
  - Preparing rooms for hire and closing up after bookings
  - Preparing refreshments for hires where necessary
  - Liaising with colleagues to cover (out-of-hour) bookings where required

## **Employee Volunteering Bookings**

- Customer management
  - Maintaining relationships with employee volunteering customers
  - Taking meetings to organise employee volunteering, including leading site tours
  - Responding to all email inquiries for employee volunteering
- Managing the calendar via LemonBooking
- Managing the Calthorpe Community Garden account on the Team London website
- Invoicing for employee volunteering sessions and chasing up where necessary
- Managing expenditure relating to employee volunteering bookings
- Liaising sessions on the ground with garden staff
  - Opening rooms
  - Ensuring there are teas/coffees/biscuits available on arrival
  - Back-up on-hand 30 minutes before sessions to welcome volunteers
  - Liaising with colleagues to cover bookings where required

## **Volunteer management**

- Respond to any queries from people interested in volunteering
- Schedule inductions with new volunteers
  - Liaise with staff to cover inductions
- Register volunteers and attendees of activities on Plinth
- Liaise with partner organisations about volunteering placements and oversee volunteers

## **Financial responsibilities**

- Managing petty cash
- Managing floats during events
- Managing online procurement
- Physically depositing income at the bank
- Managing income and expenditure of room and pitch hire and employee volunteering bookings

## **Other**

- Keep website updated (via SquareSpace)
- Create and send out monthly newsletters (via MailChimp)
- Creating promotional materials for activities and events where needed (via Canva)
- Managing social media (Instagram and Linktree)
- Assisting with organising major events
- Managing generic email account

## **General**

- To cover for other members of the team and division where necessary
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff
- Taking an equal share of CCG site and office maintenance, upkeep, and operations
- Attend and participate in Trustee and team meetings and other meetings as required
- Responding to in-person enquiries at the office (this is shared by all staff)
- Answering the office phone during allocated hours, responding to general enquiries, taking messages from the answer machine and action responses

## **Knowledge, Skills, and Competencies**

### **Required**

- Strong written and verbal English
- Great written and verbal communication skills
- Proficiency in Microsoft, Google Suite, online accounting software, and online booking systems
- Legal status to work in the UK
- Proactive creative thinker with ideas and development of room and pitch hire and employee volunteering bookings
- Strong liaison with other staff members, volunteers, and community members
- Keen to learn new skills
- Team spirit

### **Desired**

- Administrative experience
- Customer service experience
- Experience working with vulnerable people
- Awareness of safeguarding procedures
- Passion for community engagement
- Comfortable working with new software
- Experience in the non-profit or volunteering sector

### **Benefits**

- Beautiful garden office in the heart of London (10 minutes from King's Cross Station)
- Generous annual leave and sick leave policy

- Unlimited teas and coffees, along with free community lunches from time to time

**To apply:**

Please send your cover letter and CV to Ray Ansah at [ray@calthorpeproject.org.uk](mailto:ray@calthorpeproject.org.uk).

Closing date: Sunday 12 April 2026

258-274 Grays Inn Road, WC1X 8LH

Tel: 020 7837 8019

Email: [info@calthorpecommunitygarden.org.uk](mailto:info@calthorpecommunitygarden.org.uk)

Charity Registration No. 292578