

JOB TITLE – Forest Centre Office Manager/Business Development Manager**37 Hours per week****Salary: £20,102 - £22,617****CONTEXT**

Originally a deer hunting forest, Ashdown Forest is now one of the largest free public access spaces in the South East.

The responsibility for managing Ashdown Forest on behalf of the Owner, who since 1988 has been the Ashdown Forest Charitable Trust, lies with an independent body, The Board of Conservators of Ashdown Forest. The Board, created in 1885, has been regulated under a series of Acts of Parliament, the most recent being the Ashdown Forest Act 1974. Subsequent relevant legislation includes The Wildlife and Countryside Act 1981 (as amended), the 1992 EC Habitats Directive, the Countryside and Rights of Way Act (CRoW) 2000, and Commons Act 2006 and the Natural Environment and Rural Communities Act (NERC)2006. This extensive legislation relates mostly to the protection of wildlife but also to the duties of local authorities regarding biodiversity and the status of Common Land in the modern age.

OVERALL PURPOSE OF THE POST

- **To manage the Forest Centre office and develop the commercial business function**

MAIN DUTIES AND RESPONSIBILITIES (Office Manager)

- Ensure the smooth running of the organisation through day to day management and administration
- Develop and implement processes to help the organisation function effectively
- To provide 'first line' reception and telephone/email service
- To manage the Board of Conservators meeting cycle (at least 20 formal meetings per annum) to include coordination of meeting papers and minute taking
- To manage external communications (including website, social media, event flyers and newsletters)
- To coordinate and manage Forest events and external bookings of premises
- To coordinate the support of volunteers and direct responsibility for recruitment of Information Barn volunteers
- To manage procurement of supplies and utilities and undertake stocktaking
- To manage and maintain office IT and telephony
- To provide support to the Clerk to the Board of Conservators
- To provide support to the Director
- To provide support to the Ashdown Forest Education Programme

MAIN DUTIES AND RESPONSIBILITIES (Business Development Manager)

- Seek out new commercial partnerships and marketing opportunities
- Responsibility for new and existing Forest activity licences and permits
- Responsibility for issuing of temporary licences, deposits
- To explore income generating functions and support Income Generation Working Group
- Overseeing the development of marketing literature
- Identifying, approaching and securing donations
- Manage retail outlet (current) and future development of
- Oversee the organisation of fundraising events and campaigns

PERSON SPECIFICATION:

Essential:

1. Previous experience of Office Management in a busy office environment
2. Excellent communication skills
3. Experience of dealing with, and providing information to the public
4. A thorough working knowledge of Microsoft Office packages including Microsoft Access and Excel
5. Ability to coordinate formal meetings (including minute taking)
6. Working experience of website management and maintenance using Adobe Contribute
7. Working knowledge of social media management including Twitter, Facebook and YouTube
8. Excellent time management skills and ability to organise and prioritise work activities and meet deadlines
9. Ability to work on own initiative and also as part of a team
10. Working experience of event management and coordination including the production of newsletters, posters and flyers (Microsoft Publisher)

Desirable:

11. Experience of handling cash, credit card and cheque transactions
12. Experience of procurement and stock control
13. Experience of providing support to volunteers
14. Experience of recruiting volunteers
15. Knowledge and understanding of Ashdown Forest
16. Point of Sale; knowledge of barcoding and merchandise pricing

Health and Safety Statement. *We take our health and safety responsibilities to staff, volunteers and visitors seriously. Our general Health and Safety Policy statement sets out the Board's commitment to maintaining high standards of health, safety and environmental protection to all our operations, particularly where they interface with the public, and outlines individual staff responsibilities and organisational structure.*