



Assistant Farm Office Manager



25 hours per week, will include occasional Weekend Working



Reports to Site Manager



Enhanced DBS



Grimsbury / Elm Tree Farm

Assistant Farm Office Manager

Purpose:

To assist the Site Manager with the smooth day-to-day running of the farm office, providing organised, accurate and responsive administrative support to on-site managers and colleagues. The Assistant Farm Office Manager will support daily office activities, events and fundraising, health and safety checks and compliance administration, referral processes, placement progression and invoice tracking. The role will help maintain a welcoming, inclusive environment and accurate, confidential records, working under the direction of the Site Manager.

Objectives:

Daily Office Administration

- Assist the Site Manager with daily office activities, organising administrative tasks and following up agreed priorities and deadlines.
- Manage routine telephone, email and visitor enquiries, responding professionally and directing queries to the appropriate on-site manager.
- Coordinate diaries, meetings, visits and bookings; prepare meeting papers, record agreed actions and follow up outstanding items.
- Maintain accurate electronic and paper records, shared calendars and administrative trackers, handling confidential information in line with organisational procedures.
- Monitor office supplies, assist with authorised orders and liaise with colleagues and suppliers to support efficient office operations.

Referrals & Placement Progression

- Assist on-site managers with referral administration, logging enquiries and referrals, checking documentation for completeness and following up missing information.
- Coordinate introductory visits, assessments and placement start arrangements as directed, liaising with individuals, families, carers and referring agencies as appropriate.
- Maintain referral and placement trackers, recording agreed start dates.
- Flag delayed referrals and outstanding placement information to the relevant manager; refer assessment, placement and funding decisions to authorised colleagues.

Team Coordination & Inclusive Working

- Help create a positive, inclusive team culture across staff, volunteers, and supported individuals.
- Help coordinate agreed office tasks and communicate daily priorities under the direction of the Site Manager.
- Help ensure roles and tasks are clear, accessible, and understood.
- Use accessible, person-centred communication and support colleagues, volunteers and people attending placements to participate in farm activities.

Visitor Experience & Community Engagement

- Provide a welcoming, professional first point of contact for visitors, families, referring agencies and community contacts, escalating concerns appropriately.
- Support local partnerships, volunteer engagement, and community awareness activities.
- Represent Brandon Trust positively in day-to-day interactions with people attending the farm, visitors, supporters and community contacts.

Events & Fundraising Support

- Assist the Site Manager and other managers with planning and delivering farm events, open days and fundraising activities, maintaining schedules and action lists.
- Coordinate event enquiries, bookings, supplier arrangements, volunteer communications and practical administration as directed.
- Support fundraising communications and supporter acknowledgements, working with relevant colleagues and following agreed approval and financial procedures.
- Maintain records of event income, donations and expenditure, pass supporting information to Finance and help collate feedback after activities.

Health, Safety & Compliance

- Assist with scheduled health and safety checks within the scope of training and authorisation, recording findings and promptly reporting hazards or concerns to the Site Manager.
- Maintain compliance calendars and records of checks, inspections, training and agreed follow-up actions, reminding responsible colleagues of due dates.
- Support risk assessment, incident reporting and maintenance administration, tracking actions and escalating overdue or unresolved issues to the relevant manager.
- Help prepare accurate documentation for audits and inspections and follow organisational health and safety, safeguarding, confidentiality and data protection procedures.

Marketing & Brand Promotion

- Support social media activity to promote the sites, their activities, events, fundraising initiatives and placement opportunities. Work with site managers and Marketing colleagues and social media leads to collate news, draft engaging posts and schedule or publish approved content through agreed channels, following brand guidelines, consent requirements and organisational approval processes.
- Contribute to local marketing and PR opportunities when required.
- Help maintain accurate, accessible information about farm activities, events and referral enquiries, using agreed communications and approval processes.

Invoice Tracking & Financial Administration

- Collate agreed placement, attendance and funding information to support accurate and timely invoicing, checking details with on-site managers and Finance.
- Maintain an invoice tracker recording invoice references, amounts, issue dates, due dates, payment status and queries, using updates confirmed by Finance.
- Follow up missing information and invoice queries with relevant colleagues, flag overdue payments or discrepancies and refer approvals, adjustments and funding decisions to authorised managers or Finance.

Site & Cross-Enterprise Support

- Provide agreed administrative cover and support across the farm and Brandon enterprises, within the scope of the role and as directed by the Site Manager.
- Act as keyholder where required and escalate operational issues appropriately.
- Complete mandatory training, maintain clear handover information and suggest practical improvements to office systems and sustainable working practices.

Success Measures

- Daily office tasks, enquiries and agreed actions are completed accurately and within agreed timescales.
- Referral and placement records are current, reviews are coordinated and progression actions are followed up with on-site managers.
- Events and fundraising activities receive reliable administrative support, with accurate bookings, communications and financial records.
- Assigned health and safety checks and compliance records are completed on time, with concerns and outstanding actions promptly escalated.
- Invoice tracking is accurate and up to date, with missing information, discrepancies and overdue items flagged promptly.
- Maintains professional, inclusive communication, confidentiality and a positive, reliable team environment.

Key Relationships

- Site Manager, on-site managers and farm colleagues
- Volunteers and Volunteer Coordinator

- People attending placements, supported employees and trainees, and their families or carers as appropriate
- Visitors, donors, fundraising supporters, suppliers and community partners
- Referring agencies, commissioners, funding contacts and supported employment partners
- Finance, Fundraising, Marketing and Enterprise colleagues
- Other departments within Brandon Trust

Skills and behaviours you need for this role

CORE SKILLS

Skill	Level required for role					What this means
Data Literacy						People at this level can use data tools and follow GDPR rules to help understand what is happening in the organisation.
Digital Skills						People at this level use a range of digital tools and follow online safety rules to help their team work smoothly and safely.
Governance and Compliance						Supports the Site Manager with compliance administration, maintains accurate records, monitors deadlines and escalates gaps or overdue actions.
Commercial Awareness						People at this level help manage budgets, track spending, and support good financial decisions.
Health and Safety						Completes assigned health and safety checks within training and authorisation, records findings and promptly escalates hazards and outstanding actions.
Inclusion						People at this level use inclusive behaviours in everyday work and make sure others feel welcome and involved.

SPECIALIST SKILLS

Skill	Level required for role					What this means
Office Administration and Coordination						Organises daily office tasks, correspondence, diaries, meetings and records, prioritising agreed work and following up actions reliably.
Health, Safety and Compliance Administration						Supports scheduled checks, maintains compliance evidence and action trackers, and knows when to escalate concerns to responsible managers.
Invoice Tracking and Financial Records						Maintains accurate invoice and income trackers, checks supporting information and liaises with Finance and managers to resolve queries within agreed procedures.
Referral and Placement Administration						Logs referrals, coordinates visits and reviews, and maintains confidential placement and progression records to support on-site managers.

Events and Fundraising Coordination						Supports event planning, bookings, communications and fundraising records, coordinating practical details and following agreed approvals.
Enterprise and Community Engagement						Builds professional relationships with visitors, referring agencies, volunteers, supporters and community partners to support farm activities and placements.

BEHAVIOURS - VALUES

Behaviour	Level required for role					What this means
Equip						People at this level manage preparation and consistency with confidence. They support others in adopting effective practices and ensure that tools and information are accessible and reliable.
Involve						People at this level consistently involve and engage others, creating an environment where collaboration, inclusion, and shared decision-making are the norm.
Support						People at this level actively support, advocate for, and empower others. They help create a workplace where people feel valued, included, and confident in their abilities.
Recognise						People at this level consistently demonstrate excellent listening, communication, and responsiveness, ensuring clarity in all interactions.
Challenge						People at this level proactively take ownership, embrace change, and encourage innovation in their teams and work.

COMPETENCIES

Behaviour	Level required for role					What this means
Attention to Detail						Applies commercial awareness in daily work, ensuring decisions align with financial and business objectives.
Commercial Awareness						Proactively shares and ensures people receive relevant, timely, and accessible information.
Creativity and Innovation						Regularly applies creative thinking and contributes innovative ideas to improve work processes.
Crisis Management						Manages crises effectively by applying problem-solving and maintaining composure under pressure.
Critical Thinking						Applies logical reasoning and analysis to problem-solving and decision-making.
Customer-Centric						Proactively ensures positive customer experiences and resolves issues effectively.
Decision Making						Makes informed and confident decisions within their role.
Entrepreneurial Thinking						Regularly identifies and suggests improvements and contributes to innovation.

Flexibility					Adapts effectively to daily changes in priorities, tasks, and team needs.
Initiative					Proactively identifies tasks and opportunities for improvement without being asked.
Networking and Relationship Building			x		Actively builds professional relationships and uses networking to enhance collaboration.
Planning and Organising					Plans and manages tasks effectively, ensuring efficient completion of work.
Reliability					Manages their own workload reliably, meets expectations, and follows through on commitments.
Resilience and Perseverance					Effectively handles setbacks and stays focused on long-term success.
Stakeholder Management					Engages effectively with stakeholders and maintains strong professional relationships.
Time Management					Manages their own workload reliably, prioritising and planning effectively to meet expectations.
Verbal Communication					Communicates clearly and confidently in everyday conversations, adapting to different people and situations.
Writing and Reporting					Produces well-structured, clear, and informative written documents.

LEADERSHIP AND MANAGEMENT

Behaviour	Level required for role				What this means
Coaching and Mentoring					Helps colleagues and volunteers understand office systems and agreed procedures, providing practical guidance within the scope of the role.
Team Building					People at this level help create a positive team environment by building trust, supporting teamwork, and helping resolve issues
Task Coordination and Follow-up					Supports the Site Manager by communicating agreed tasks, monitoring administrative deadlines and escalating delays; formal people-management decisions remain with the relevant manager.
Employee Engagement					Actively fosters an environment where employees feel valued and motivated.
Workforce planning and development					People at this level support workforce development and help ensure the team has the skills it needs now and in the future.
Conflict resolution					Handles routine concerns professionally, listens to those involved and refers complex or sensitive matters to the appropriate manager.
Inclusive leadership					Promotes inclusive behaviour and ensures fairness in team interactions.

Empowerment and delegation						Coordinates tasks delegated by the Site Manager, provides clear information and helps colleagues seek guidance when needed.
Psychological safety and wellbeing						Actively fosters a culture of well being and psychological safety within the team.