



Role Profile

Job Title: Business Support Coordinator	
Managed by: Gardens Manager & General Manager	
Departments	Location
Gardens & General Management	Gardens Department, Queen Street, Waddesdon, Aylesbury, HP18 0JH

Waddesdon Manor is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by the Rothschild Foundation, it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Gardens Department is overseen by the Head of Collections and Gardens and run by the Gardens Manager, and consists of 17.5 horticulturists divided into two teams, plus 25 volunteers, that are responsible for the 338 acres of formal garden, parkland, woodland and other areas owned and managed by the Rothschild Foundation.

The General Manager has responsibilities for Visitor Operations, Marketing, Events, Learning & Engagement, HR & Volunteering, Facilities and the Operations Teams.

Both the General Manager and Gardens Manager are part of the Waddesdon Senior Management Team with colleagues in Collections, the Trading Company and Finance. The SMT, reporting to the Chief Executive, has overall responsibility for the strategy and development of Waddesdon and its success as a visitor attraction.



The role will provide business support to the Gardens Manager and General Manager and their respective departments. The post holder will ensure the highest standards are maintained through excellence in administration, and also sharing and developing best practice.

Based at the Gardens Department's Office on Queen Street, responsibilities will include internal and external communication, diary management, IT and processes, financial management and general administration – both provision and coordination.

Main Responsibilities:

- Providing Business Support for the Gardens Manager including;
 - Full diary management and support of management routines including arranging meetings, preparing minutes and assisting with the follow up actions from meetings
 - Coordinate visitors and contractors as required
 - Be a part of the Gardens leadership team and help create 3-5 year management plans
 - Coordinate and diarise annual and interim PDRs and 1:1s for the Gardens Manager's direct reports
 - Prepare for Gardens leadership team strategy sessions and produce work following agreed outcomes from these meetings
 - Coordinate Gardens and Aviary team meetings once every six weeks
 - Coordinate Gardens Committee papers every six months to ensure they are written, edited, formatted and ready to be sent out before the meeting. Arrange and minute the meetings. Support the Gardens Manager in preparing for the meeting, including creating mood boards for bedding schemes and other horticultural projects
 - Attend budget meetings once a month – provide support with tracking budgets, managing and reporting including tracking expenses
 - Maintain H&S records in collaboration with the H&S Manager – providing updated risk assessments, method statements and training records annually

- Providing Business Support for the Gardens Department and Gardens Volunteers including;
 - Be the point of contact for all general queries from the team
 - Attend the Bookings meetings every Thursday and note any useful information and feedback to the team. Update the Operations plan as required with Garden activity
 - Record and monitor all staff holiday, ensuring maximum amount of people off is not reached
 - Set up rotas on Myvolunteering for volunteers to log on to, and be a friendly and welcoming point of contact for all Gardens volunteers
 - Process expense forms for staff and volunteers
 - Keep track of time off in lieu and process overtime/requests for time off
 - Arrange training for the team through vale training and coordinate pre-course forms



- Process orders for machinery and gardens equipment through purchase order system and Amazon and other websites
- Arrange all clothing orders and coordinate with supplier (April & September)
- Print and distribute documentation to the team as required
- Distribute and post payslips
- Help with any computer training and queries from the team
- Arrange & monitor rotas for:
 - Unlocking barns
 - Staff meetings such as Powerhouse Monthly attendees
 - Knowledge sharing sessions
 - Watering duty
 - All staff Blitz Days
 - Sunday Group volunteering
 - Christmas staffing
 - Staff briefing sessions (Christmas and new season)
 - Student rotas
- Providing Project Management support for Gardens projects to include:
 - Project administration and record keeping
 - Assist with developing timetables to include the programming of deliveries and scheduling works. Helping to manage meetings and correspondence throughout the project
 - Liaising with suppliers, contractors and internal colleagues to ensure smooth running of the projects and to ensure that any queries are resolved quickly
 - Keep SharePoint up to date and ensure everything is being saved
- Providing Business Support for the General Manager including:
 - Create agendas for meetings
 - Attend and minute the following meetings:
 - Programming Committee meeting (every 3 months)
 - Sales and Systems meeting (every 3 weeks)
 - Windmill Hill User Group (every 6 months)
 - Eythrope Garden tours meetings (ad hoc)
 - Summer/Halloween planning (ad hoc)
 - Environmental Steering group (every 6 months)
 - Waddesdon Greenway meeting (every 6 months)
 - Facilities/Estates/Gardens monthly catch up
 - Monitor diary for clashes and rearrange where necessary
 - Organise large attendee meetings as required and book meeting rooms and catering
 - Cover SMT meetings when CEO's Business Support Manager is away



- Diarise annual and interim PDR sessions, and annual budget planning meetings for the General Manager and his reports

Skills & Experience

- 3 years administration/EA/Business Support experience, ideally working for multiple Managers and/or large departments
- Highly motivated, organised individual who is able to work effectively with minimal supervision
- Must possess ability to assess and prioritise management and department needs, and work flexibly and proactively
- Excellent communication and interpersonal skills, a dynamic team player
- Excellent understanding of Microsoft Outlook, Word, Excel and PowerPoint and the patience to work with staff members without this proficiency
- An interest in/understanding of gardening, horticulture and/or visitor attractions an advantage
- Project support and experience of working with databases e.g. plant collection databases an advantage

Terms & Conditions

Contract Type: Permanent, full time (37.5 hours per week) Monday to Friday. 08.00 – 16.30

Annual Salary: £25,000 per annum

Annual Leave: From start date, 33 days (including public holidays)

After three full years of service: 35 days (including public holidays)

After five full years of service: 38 days (including public holidays)

After ten full years of service: 40 days (including public holidays)

Benefits: Free National Trust Membership and Partner card

20% staff discounts in our on-site Restaurant and Shops.

Matched company pension scheme up to 10% of salary.

Free parking.

Application process:

To apply, please send a current a CV and covering letter to application@waddesdon.org.uk no later than 5 pm on Friday 22 November.

First interviews are currently planned for Thursday 28 November.