

Allotment Officer Role

The key duties and responsibilities for the role of the Allotments Officer include:

Site

- Ensuring that the allotment service is provided safely and that sites are safe and secure,
- Identification and management of the safe delivery of improvement and rectification works,
- Regular monitoring of sites, to ensure that tenants are complying with the terms of the tenancy agreement
- Creation and maintenance of an 'Issues Log', to record site complaints and issues.

Site Representatives

- Close liaison with the Site Representatives, supporting them with their roles and any issues
- Work with Site Representatives to improve the allotment service provision,
- Support any Site Representative elections'
- Ensure consistent induction of new Site Representatives.

Customers

- Manage an Allotments' web page
- Proactively managing customer relations (including 'Issues Log'),
- Responsible for ensuring complaints and stakeholder conflicts are dealt with in a courteous and timely manner,
- Promotion of the allotment service, including arranging and hosting allotment information days.

Forum

- Supporting the Site Representatives and/or the Forum with the delivery of events and shows,
- Quarterly meetings, inviting all Site Representative and Forum members

Environmental

- Ensure best environmental practices are being followed,
- Working with Site Representatives and the Forum to design, deliver and monitor green and Bio-diverse initiatives,
- Drive environmental improvements, such as water conservation, on-site composting, waste management etc.

Financial

- monitoring of the services costs and revenues,
- Identify and supporting capital bids for site improvements and new initiatives