



Part Time Office Administration Assistant

We are a plant production nursery and arboretum in Campsea Ashe, near Woodbridge and are seeking an experienced Office Administration Assistant to join our team. We grow one of the largest ranges of hardy nursery stock plants in the country and are the curators of an extensive botanic collection. Being passionate about plants, we cater for the exclusive and discerning customer and extend our sales over the whole of the UK. Together with Landscapes by Botanica, we are developing an innovative range of associated products and services to support the expanding interest in environmental issues.

We are not wholesale producers, preferring to concentrate on growing small numbers of a large range of rare and unusual plants. Our range starts from propagation through to specimen plants in up to 1000 litre containers. Our commitment to growing genuine English grown and English provenance native trees & hedging is well known.

Hours of work

Our work is seasonal therefore there will be times when hours are varied. The norm is Monday to Friday 9.00 – 16.00. Hours will be reduced by negotiation during the season June – September inclusive. Due to the need for efficient continuity the post is not open to job share.

The Post

This post demands a highly motivated person with a “can do” and enthusiastic personality. You will work efficiently and proactively on your own initiative. The successful post holder will be able to make a real difference to our operation.

As an experienced and skilled Office Administration Assistant your responsibilities will include:

- Being the initial contact for telephone enquiries. You will filter calls, assuming responsibility for those within your competence or directing enquiries to the appropriate person ensuring your contacts are carried out efficiently to high standards of accuracy and customer service

- You will contact customers by phone or email to update them on the status of their enquiry / order
- You will also assist in dealing with sales enquiries by email, phone or in person. You will process orders using our in-house system and take payments for sales overseen by colleagues.
- Liaising with the Nursery Manager you will arrange and book dispatch of goods via courier & pallet company.
- Miscellaneous admin duties e.g. processing entries onto our database, checking the accuracy of information entered

Skills and Experience

- We need you to have an interest in plants. You will also be willing to increase that knowledge, including being exposed to Botanic plant names.
- This is not an entry level post so we need you to have the necessary skills and experience for the position
- You will be able to demonstrate good interpersonal skills with a variety of staff & customers. You will have customer service experience and skills
- You will be able to demonstrate strong organisational skills together with the ability to plan on a daily, weekly & monthly basis
- You will have operational experience e.g. from a transport background
- You will be computer literate and able to get up to speed quickly with our in-house database system
- You will understand that although you will be mainly office based you must be prepared to be outside in a range of weather conditions. This is not a job that demands formal office attire but comfortable casual clothing suited to the conditions. As this is a working nursery and closely associated with the outdoors you must be able to accept less than pristine working conditions
- We would like you to share our interest in environmental issues and understand how our business supports the expanding interest in green matters.
- Whilst keeping quality in mind, we need you to understand this is a commercial business where you need to work efficiently. We need you to work tidily and be well organised.
- We like a happy working environment so we ask that you are a good team player and are willing to be flexible in your outlook. Our clients are very important to us and we ask that in your dealings with them you are professional and courteous.

Benefits of Office Administration Assistant

- The salary is attractive and negotiable dependent upon skills and experience. We offer progressive increases.
- This is an exciting opportunity to work in a unique business whilst delivering the best service.
- Working within a friendly team environment
- Staff discount and free plant & design advice
- Free parking.
- The nursery is set in beautiful Suffolk countryside