



DEPUTY SITE MANAGER - HEMEL FOOD GARDEN

Job Description

Job Title: Deputy Site Manager - Hemel Food Garden

Accountable to: Head of Hemel Food Garden

Responsible for: Supporting the effective daily management and administration of Hemel Food Garden, including trainee support, operational coordination, stock systems, off site contracts, and site organisation.

Based: Hemel Food Garden and across the organisation as necessary

Working Hours: 37.5 hours per week, Monday–Friday between 8am–4pm (with flexibility to meet organisational needs). Some weekend and out-of-hours work may be required.

Salary: Band 5 £30,000 - £35,000 per annum dependant on experience

Job Purpose

Hemel Food Garden (HFG) is a busy and innovative site supporting young people and adults with learning disabilities and other vulnerable needs through meaningful training, horticulture, work experience, and social enterprise opportunities.

The Deputy Site Manager of Hemel Food Garden will work closely alongside the Head of Hemel Food Garden to support the smooth and effective running of a complex, multi-use site. The role combines operational leadership, administration, horticultural coordination, and person-centred support.

A key focus of the role is ensuring strong administrative systems across the site, including management of plant and produce stock systems, coordination of plant deliveries and transfers, administration of off-site contracts, scheduling of work, and supporting communication across teams and external partners.

The post holder will play an important role in helping ensure all elements of the site work together effectively and that trainees, staff, volunteers, and visitors experience a safe, organised, and inclusive environment.

Key Responsibilities

Leadership and Operational Support

- Support the Head of Hemel Food Garden in the day-to-day leadership and organisation of the site.
- Help ensure all areas of HFG operate effectively, including:
 - Services supporting vulnerable adults.
 - Horticultural production areas
 - Plant sales and retail operations.
 - Oversight of café and farm shop
 - Off-site gardening contracts
- Act as lead person on site when required.
- Support effective communication across teams and departments.
- Promote a positive, inclusive, and collaborative working culture.
- Assist with staff coordination, rotas, transport arrangements, and daily planning.
- Open and secure the site in line with procedures.

Support for Adults with Learning Disabilities

- Support delivery of high-quality, person-centred services for adults with learning disabilities and vulnerable needs.
- Promote dignity, independence, inclusion, and meaningful participation.
- Support trainees to engage in horticulture, retail, café, and work-based activities.
- Build positive relationships with trainees, families, carers, and professionals.
- Support safeguarding, health and safety, behavioural support, and risk management processes.
- Ensure trainee records, reviews, and support documentation are maintained appropriately.

Administration and Systems Management

- Take lead responsibility for day-to-day administration systems across Hemel Food Garden.
- Manage and maintain systems, ensuring plant and produce stock and pricing information is accurate and up to date.
- Oversee stock administration for plant deliveries, plant sales, and stock transfers between sites.
- Maintain accurate stock records and support stock control processes.

- Coordinate administration associated with off-site gardening contracts and services.
- Prepare and maintain job sheets, scheduling information, and invoice spreadsheets.
- Support scheduling and coordination of off-site work and deliveries.
- Respond to emails, enquiries, and telephone calls professionally and efficiently.
- Maintain accurate records, spreadsheets, and reporting systems.
- Support financial administration and operational reporting as required.

Horticultural and Commercial Operations

- Support the coordination of plant production, plant sales, and seasonal retail activities.
- Assist with organisation of plant deliveries and stock movement.
- Support development of efficient systems for horticultural operations.
- Ensure horticultural activities remain accessible and meaningful for trainees.
- Support customer service standards across retail and public-facing operations.

Team Support and Development

- Support staff, volunteers, and placements to work effectively and safely.
- Assist with induction, supervision, and training of team members where appropriate.
- Promote clear communication and collaborative working practices.
- Support implementation of organisational policies and procedures.

Health & Safety and Property Management

- Support the maintenance of a safe, clean, and organised site.
- Ensure designated health and safety checks are completed and recorded.
- Support risk assessments, COSHH compliance, equipment checks, and incident reporting.
- Ensure safe use and storage of equipment and resources.
- Support upkeep of buildings, growing spaces, and wider site facilities.

Partnership and Community Working

- Work positively with partner organisations, contractors, suppliers, and external agencies.
- Represent Hemel Food Garden professionally in all interactions.

Equality, Diversity, and Inclusion

The post holder will promote a respectful, inclusive, and culturally sensitive approach in all aspects of work, in line with the charity's values and policies.

General

This job description outlines the main responsibilities of the role and is not exhaustive. The post holder may be required to undertake other duties consistent with the nature of the position.

PERSONAL SPECIFICATION

Essential Qualifications & Knowledge

- GCSE English and Maths (or equivalent)
- Strong administrative and IT skills
- Good understanding of supporting adults with learning disabilities or vulnerable groups
- Understanding of safeguarding and person-centred practice
- Knowledge of horticulture, plant retail, or land-based environments

Essential Experience

- Experience working with adults with learning disabilities or vulnerable people
- Strong administration and organisational experience
- Experience using IT systems, spreadsheets, and databases
- Experience coordinating schedules, rotas, or operational systems
- Experience of customer service and responding to enquiries
- Experience working within busy operational environments
- Experience supporting staff or volunteers
- Experience with stock management or retail systems

Desirable Experience

- Experience using stock management systems, including
- Experience managing stock control and stock transfers
- Experience supporting off-site contracts or service delivery
- Horticultural or plant retail experience
- Experience within the charity, care, or social enterprise sector

Essential Skills & Abilities

- Excellent organisational and administrative skills
- Strong attention to detail and ability to prioritise workload
- Confident using Microsoft Office, particularly Excel and Outlook
- Ability to communicate effectively with a wide range of people
- Ability to remain calm and organised in a busy environment
- Ability to work independently and as part of a team
- Strong problem-solving skills
- Ability to maintain confidentiality and professional boundaries
- Ability to support inclusive and person-centred practice

Personal Qualities

- Compassionate and values-driven
- Reliable and highly organised
- Positive and solution-focused
- Approachable and professional
- Flexible and willing to be hands-on
- Collaborative and supportive of others
- Committed to improving opportunities for vulnerable people

Other Requirements

- Full UK manual driving licence and willingness to drive work vehicles
- Flexibility to work occasional weekends or evenings where required
- Ability to work across different organisational sites where necessary