



## 1. JOB DESCRIPTION FOR **OPERATIONAL SUPPORT OFFICER**

Job Title: Operational Support Officer (FREELANCE)

Responsible to: TRUSTEES

Job Description Date: 25.9.2023

Hours: 14 hrs per week - between 9am to 5pm Monday to Friday

Remuneration: £13.74 per hour

Location: Working from home.

## 2. JOB SPECIFICATION

The Herb Society are looking to recruit an Operational Support Officer to support in the everyday running and implementation of the future plans for The Herb Society. This is an exciting time to join The Herb Society as we embark on a series of developments to improve our membership reach and further promote the use and values of herbs.

The Herb Society mission is to:

- Increase the understanding and use of herbs for health and well-being
- Provide information, knowledge and news on all aspects of herbs
- Bring together all those with an interest in herbs, from the amateur to the professional
- Provide a worldwide forum for the exchange of ideas and information.

In this role, the ideal candidate will take responsibility for ensuring The Herb Society remains up to date and relevant, importantly to ensure the best quality experience for our members and to support in recruiting new members and increasing the reach of The Herb Society to prospective members.

The role will include member facing responsibilities, such as managing our online events, communicating with members and corporate members directly, as well as working to develop and implement strategies and projects, to support the overall mission of The Herb Society.

Responsibilities will include:

- Supporting Trustees and attending every Trustee monthly meeting (2nd Monday of the month, 4-5pm – held online).
- To research, implement and drive forward plans agreed by Trustees which will be across the breadth of our activity and charitable remit.
- Supporting the Volunteer Co-ordinator (Trustee) and the recruitment of volunteers.
- Supporting Herb Society Ambassadors and the Ambassador Co-ordinator (Trustee)
- Developing a strategy to increase and support Corporate Membership.
- Developing a strategy to increase membership and implement initiatives that deliver increased member value (with the aim of reducing membership attrition).
- Developing policies, processes and procedures to ensure we are working in the most efficient way possible.
- To liaise with external companies and individuals to increase the presence and awareness of The Herb Society.
- To liaise effectively with Volunteers, Ambassadors, Employees, Trustees and Suppliers in order to provide excellent support, across the breadth of our activities.
- To provide cover when the Chair Person is on leave, for example at Trustee meetings or events.
- Provide support in the effective training and monitoring of staff/volunteers/ambassadors.
- To ensure that The Herb Society is fully compliant with all Registered Charity requirements.
- Any additional duties as may be reasonably requested by Trustees.

### 3. ORGANISATIONAL POSITION

Reports to Board of Trustees.

### 4. SKILLS, EXPERIENCE AND KNOWLEDGE REQUIREMENTS

**Essential:**

- Accuracy and attention to detail, able to produce and implement high quality written policies and strategies.
- Efficiency and excellent time management - motivated to work autonomously as well as part of a team. This role will be home based.
- Excellent knowledge of Microsoft Office, Zoom, Teams, Eventbrite, Instagram, Facebook, Google Documents and Google Analytics.
- Understanding of Regulatory and Legal (Charities Commission, ICO, Data Protection Act 2018) requirements.
- Excellent communication skills
- Active team member
- Proactive attitude and behaviour
- Interest and passion for herbs and the mission of The Herb Society
- Confident in liaising with a variety of stakeholders/ partners, including Trustees, staff members, The Herb Society members and corporate members.

**Desirable:**

Current or previous member of The Herb Society  
Professional knowledge and/or experience in the use of herbs for health or herbal horticulture.  
Experience of working for charities/NGO's.

**5. BENEFITS**

The Herb Society Membership

**8. JOB DESCRIPTION AGREEMENT**

Job Holder's Signature:

Date: