

Propagation Place Customer Service Officer

Who we are

St Werburghs City Farm connects people through land, nature and food. Each year, we connect with over 60,000 people through green spaces and community services that build resilience, reduce isolation and develop skills and confidence. Our activities include accredited gardening placements for adults with learning disabilities, animal husbandry courses for inner-city children, woodland mindfulness for adults experiencing poor mental health and conservation courses for people looking to develop new skills and connections. We pride ourselves on supporting people, from all walks of life, to learn, grow and thrive. We are a community-focused employer that values all forms of diversity.

What you will love about working here

- ✓ Working in a supportive environment which values your diversity and talent
- ✓ Access to training opportunities and reflective practice
- ✓ Being part of a team that strives for greater inclusion and equity
- ✓ Flexibility for those with families and other commitments
- ✓ Generous annual leave entitlement – 25 days and bank holiday pro rata
- ✓ Participation in the NEST pension scheme
- ✓ Access to the cycle-to-work scheme

About the role

We're looking for someone who wants to be part of our Propagation Place team, the Farm's community ecommerce business, which supports local volunteers and trainees to grow and sell vegetable plug plants. Each year we send out over 2000 orders of vegetable plug plants to people all over the UK. We are looking for a person to join our small team for the 2025 growing season to help us maintain our excellent standard of customer service by responding to customer enquiries, processing order information and ensuring we remain an excellent source of online horticultural information.

Visit our website on www.propagationplace.co.uk

Key responsibilities

Maintain excellent customer service and standards of communication

Maintain the voice, brand and ethos of Propagation Place throughout communications with customers

Act as a source of information to visitors, customers and other beneficiaries

Make cash and card sales of plug plants to customers as necessary

Your skill set

- ✓ Excellent standard of written and spoken English
- ✓ Either existing knowledge or keen interest in horticulture and organic growing
- ✓ Good communicator and organiser, with the ability to work dynamically in a busy team
- ✓ Computer literate with experience of customer service software and the confidence to learn and use different platforms and systems

Your approach

- ✓ Friendly and approachable
- ✓ Clear communication style
- ✓ Ability to problem solve creatively
- ✓ Reflective of your work and a willingness to learn and adapt
- ✓ Able to work efficiently and prioritise tasks
- ✓ Commitment to inclusion, equality and accessibility

Additional responsibilities

Promote the aims and objectives of the Farm and present a positive image of the Farm through good public relations, communication with visitors, service users and the local community

Read, understand, and comply with the Farm's policies and procedures

Promote diversity and inclusion

Attend team and other staff meetings as required

Undertake an enhanced DBS check

Benefits

- ✓ Certificated training (subject to availability)
- ✓ 25 days annual leave plus statutory holidays pro rata
- ✓ On the job practical learning with professional horticulturalists
- ✓ Work in a warm, inclusive and supportive team who have tons of experience in: Conservation and Landscaping, Sustainable Agriculture, Volunteer coordination, Business management, Marketing and Communication
- ✓ Be part of a well-respected charity with 40 years' experience of working in the Bristol community

Contract details:

Contract type: Fixed term from 31st March – 29 September 2025 (6 months)

Salary: £24,294 pro rata (equates to £13.35 per hour)

Hours of work: 15 hours per week, Monday – Friday flexible (expectation of some work hours every day)

Place of work: St Werburghs City Farm (some home working hours possible)

Annual leave: 25 days plus bank holidays pro rata

Probationary period: 2 weeks

Recruitment information

Application deadline 31 January

Interviews 12 February

Start date 10 March

**St Werburghs City Farm is a Registered Charity (No. 297091) and Limited Company
(No. 2114442)**

