



The Vegetarian Society of the United Kingdom Limited, Suite G.03, Colony, Jactin House, 24 Hood Street, Manchester M4 6WX  
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**Job Title: Cookery School Admin and Enquiries Officer**

Reporting to: Head of the Cookery School

Hours: 21 per week with flexible working (some weekend working required)

Salary: £22,000 FTE

Location: Hybrid (From May/June 2024 to be mostly based in Manchester City Centre)

**Purpose of the role:**

To support the effective and efficient operation of the cookery school and the project/products it manages and delivers.

**Main Duties:**

1. To provide a range of administration and operation support for the Cookery School team, for example:
  - Processing and administration of enquiries to the Cookery School via email, phone, and in person
  - Editing and proof-reading recipes and other Cookery School Documents
  - Formatting recipe cards and other training documents
  - Creating registers and certificates for Cookery School classes and courses
  - Entering and maintaining class listings on the Cookery School Website
  - Working with the Head of the Cookery School to maintain the online recipe collection
  - Carrying out tasks to ensure the maintenance and smooth running of the building, facilities, and equipment
  - To work with the Cookery School team to edit and upload content to social media channels
2. To provide excellent customer service and support the Vegetarian Society's external and internal relationships and communications systems
3. To be a first point of contact for incoming enquiries and to attend to all visitors
4. To work with the Chef Manager to enter data, maintain and produce reports from the CRM and other Vegetarian Society databases
5. To provide enquiries and administrative support in person or by phone for other departments as required and directed by the Business Development Director and Head of the Cookery School.
6. To work alongside the other Admin/Enquiries Officers in the provision of an agile and whole charity approach to enquiries and administration, working with managers to ensure that resources are flexible in response to individual teamwork loads and priorities.
7. To work with volunteers, temporary, and freelance staff as required.
8. To undertake any such relevant and appropriate duties as required

**Additional Duties:**

1. To develop your own skills and knowledge to enable you to be confident and capable in your own role.

2. To help manage the health, safety and welfare of yourself and your colleagues.
3. To help to minimize the environmental impact of the organisation and your own work.

### PERSON SPECIFICATION FORM

The person appointed to this post would normally be expected to meet the following:

<b>Experience and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
• Experience of working in a busy office environment	<b>E</b>	
• Experience of dealing with customers	<b>E</b>	
• Experience of delivering tasks to deadlines in an environment with competing priorities	<b>E</b>	
• Experience of working with databases	<b>E</b>	
<b>Skills Knowledge</b>		
• Good keyboard and telephone skills	<b>E</b>	
• Proficient use of MS Office (Outlook, Word, Excel)	<b>E</b>	
• Good database skills (data entry, running reports, etc)	<b>E</b>	
• Good communications skills and the ability to ability to interact confidently with colleagues and external partners and customers by telephone, in person and in written communications.	<b>E</b>	
• Excellent attention to detail and the ability to proofread and edit documents	<b>E</b>	
• Ability to work flexibly and positively to support the work of others	<b>E</b>	
• Ability to work on own initiative and as part of a team	<b>E</b>	
• Ability to take instruction and deliver tasks as requested	<b>E</b>	
<b>Attributes</b>		
• Ability to work calmly under pressure	<b>E</b>	
• Enthusiastic approach to managing a busy workload	<b>E</b>	
• To be self-motivated and manage your own workload when working from home	<b>E</b>	
<b>Essential Requirements</b>		
• An empathy and understanding of the Vegetarian Society's vision, aims and values	<b>E</b>	
• To be able to work from home when required	<b>E</b>	
• To be able to work weekends as required	<b>E</b>	

