



Hart Voluntary Action Limited

Job Description

TITLE: Service Support – Hart’s Community Garden

ACCOUNTABLE TO: Service Manager – Hart’s Community Garden

CONTEXT

Hart Voluntary Action (HVA) is a registered charity (no 1119912). The principal role of HVA is to promote the health and well-being of the voluntary sector throughout Hart District. This role is achieved through the delivery of: community development, membership support and volunteer brokerage. HVA plays a role in identifying unmet gaps in provision, which it addresses through a number of direct services for local residents. Our current services are: Counselling Services, Hart Health Walks, Hart’s Community Garden, Hart and Rushmoor Young Carers, and the Hart Eco Hub.

Hart’s Community Garden (HCG) is a service that has been set up in partnership with Hart District Council to provide an opportunity for Hart residents to enjoy gardening in a social and inclusive setting. Hart’s Community Garden is co-located with individual growing plots on the Hart’s Green Garden site in Edenbrook Country Park in Fleet. The site has been operational since early 2022, with the community garden area covering a range of growing areas, raised beds for accessibility and two polytunnels. Since opening, the community garden area has been developing in the range of produce that is grown, and the number of growing spaces under consultation. Hart’s Community Garden is open to individual and group membership who maintain the growing areas, and to anyone else who would like to join the regular workshops and other events run at the community garden.

JOB LOCATIONS

Hart Voluntary Action offices, Civic Offices, Harlington Way, Fleet, Hants GU51 4AE (main location)
Hart’s Community Garden, Edenbrook Country Park, off Pale Lane, Winchfield/Fleet borders
(occasional)

RESPONSIBILITIES

The Hart’s Community Garden Service Support is responsible for providing administrative support to the Hart’s Community Garden service.

TASKS

Maintain and update information associated with the Hart’s Community Garden service on Hart Voluntary Action’s CRM, including: -

- Updating membership records i.e. contacts/organisations
- Recording session attendance
- Inputting events information and linking them to the HVA website where needed
- Processing bookings and payments
- Emailing joining instructions to event attendees
- Follow-up with attendees who have participated in a recent event
- Help promote new events via the CRM

Monitoring Hart's Community Garden general e-mail account and dealing with enquiries as guided by the Service Manager.

Support the processing of new Hart's Community Garden members, sending out application/referral forms confirming arrangements for an individual's first session, etc.

Buy refreshments and other supplies as required.

Provide support to the Service Manager as required, i.e. events, social and planning meetings, coordinating events, purchasing, future planning for the garden.

Adding events information to social media pages.

Maintaining the Hart's Community online image library

Any other tasks as directed by the Service Manager or the Chief Executive.

PERSON SPECIFICATION:

Experience/Knowledge	Essential	Desirable
Education/Training	✓	
Post GCSE qualifications either A Levels, BTEC or similar	✓	
Able to demonstrate a good level of spoken and written English	✓	
Willingness to participate in more training to meet job requirements	✓	
Skills and Abilities		
Effective communication and presentation skills and the ability to communicate with people at all levels.	✓	
The ability to work independently and within a team.	✓	
Excellent organisational skills.	✓	
Proficient in using IT software and social media platforms	✓	

September 2025