

Enable Leisure and Culture Allotments guidance notes

The role of the site manager

Enable L&C Allotments works with volunteer site managers and site associations to manage the allotments sites. Whilst the site manager is the main point of contact between Enable L&C Allotments and the tenants, the tasks and responsibilities may be shared by other willing volunteers.

1 **Tasks**

- Regular overview of the site noting matters that require attention, such as poor standards of cultivation, breach of the Rules, repairs needed, etc
- Contact with tenants as necessary, for instance, when a plot is poorly cultivated or unattended for some time. If the site manager cannot get a satisfactory response from a tenant the matter may be referred to the Allotments Service.
- Plot inspections - formal inspections of all the plots carried out jointly with site committee members and the allotments officers
- Plot letting - liaise with the Enable L&C Allotments when a tenant quits, plot measurement and renumbering as appropriate, advise when the plot is ready to be re-let; arranges with the next applicant to view the plot, reports back on progress with re-letting
- Repairs - liaise with Enable L&C Allotments to report when repairs are needed, meet tradesmen, and report back on progress, report back when the repair is satisfactorily completed. Delegate this task to another committee member as needed.
- Paperwork – maintain a filing system for copies of letters to tenants, eg, on lettings, 'dirty plot' procedures, etc, ensuring secure handling of personal details
- Consultation – attends formal meetings with all site managers twice a year
- Help with the smooth running of the Best Plot Competition, July

The site manager may take on other tasks and responsibilities in relation to the site association for the better management of the site overall. This would include, for instance, chairing the site association, running the trading shed, organising bulk deliveries, arranging social events, producing a newsletter or maintaining a website. All of these tasks may be shared amongst site committee members.

2 **Time commitment**

- Regular overview of the site – at least monthly to keep an eye on what is going on. The site manager will be the contact person for tradespersons making repairs, and will report on progress
- Contact with tenants – Plot holders should approach the site manager in the first instance with any concern about the site, in person or by phone or email. Where issues cannot be resolved on site the site manager will contact Enable Allotments. In cases of poor cultivation, the site manager should attempt to contact the tenant. However, if there is no response from a tenant after two calls, refer the matter to Enable L&C Allotments if a formal follow up is deemed necessary
- Formal plot inspections – take place twice a year, in the spring and in summer, to ensure reasonable standards of cultivation and breach of the Allotments Rules. The site manager monitors progress as a result of action taken, eg, 'dirty plot' letters, improved cultivation, etc, and reports back to Enable L&C Allotments.
- Plot letting – a plot may become vacant at any time of year. The site manager arranges to meet the applicant on site and show the plot on offer and around the site,

then reports back to Enable L&C Allotments whether the applicant accepts the offer. At some sites several plots may be vacant at the same time.

- Repairs – The site manager will be the point of contact for a tradesman sent to make a repair. The site manager will arrange to show the tradesperson what the problem is, and report back to Enable L&C Allotments on progress. This task may be delegated to another site committee member if need arises
- Consultation – site managers advise on the development and implementation of rules and policies at the twice yearly meetings. These are usually held in Battersea Park and take a couple of hours or so. Site managers may raise issues for discussion. Site managers
- Two way liaison – site managers may report back on these meetings to the site committee members. The site manager is the conduit for consultation on developments and improvements.
- Best Plot Competition - Site managers can assist in running the borough competition by nominating plots for entry, acting as 'judge's runner' on the judging days, returning the score sheets to entrants

3 **Rewards**

- The site manager is reimbursed for expenses incurred in the course of these duties. This may be paid to an individual or to the site association who must submit receipts.
- Allotment representatives form an integral part of the success of an allotment site. The role is an important part of the process in raising and keeping going the community spirit, making renting an allotment a worthwhile experience.

4 **Person specification**

The role may be shared between a site manager and other willing volunteers. People taking on the site manager role must

- have the confidence and the backing of the site association members
- work with officers of Enable L&C Allotments
- be approachable and able to get on with plot holders
- have a good working knowledge of the letting agreement and experience of maintaining an allotment and be able to assess standards of cultivation
- be willing to discuss views about procedures, management, and development of allotments
- have access to mobile phone and email communication

The site manager and committee volunteers may take on other responsibilities relating to the activities of the site association, for instance, arranging regular deliveries, fund raising, etc.

Neither the site manager nor the site association has authority neither to terminate an allotment tenancy nor to handle the rent for another tenant's allotment.