**SITE REP. JOB DESCRIPTION**

**SITE REPS ARE RESPONSIBLE FOR:**

* Organising the letting of vacant plots to those residents who have registered their interest on the Council waiting list, ensuring this process is carried out fairly and with regard to the needs and preferences of all.
* Following the standards and systems agreed for the service, managing confidential information with integrity, and using effective record-keeping and communication with all parties involved.
* Providing advice, support and encouragement to tenants, and participating in the annual inspection process, ensuring tenants are aware of their responsibilities, and supporting those tenants where illness or personal circumstances have affected their capacity to fulfil their contractual commitments.
* Playing a positive role in resolving disputes and avoiding conflict wherever possible, participating in training and refresher workshop when offered, to ensure that all tenants are supported and advised with equal, sensitive and consistent respect.
* Engaging in the implementation of the agreed Allotment Service strategy, and communicating regularly and effectively with the Allotment Officer and with the Brighton and Hove Allotment Federation to maintain positive and effective relationships which work for everyone.
* Monitoring the need for repairs and rubbish collections and representing the site to ensure it is maintained to an appropriate standard, safe for tenants and visitors, while minimising waste and over-use of resources.
* Promoting the importance of allotments through building a sense of community and empowerment for all tenants, and developing shared initiatives such as social events, open days, and projects on site or jointly with other sites, or with local interest groups and wildlife organisations.
* Maintaining awareness of proposals and plans which may impact on allotments and their immediate environment, and encouraging effective management of wildlife and biodiversity, including avoiding inappropriate use of chemicals, and discouraging excessive clearance of trees and habitats.
* Attending BHAF Forum, Site Rep Workshops, and other meetings, providing input to consultations and debates, and supporting and participating in the work of the BHAF Committee as part of a City wide network providing and sharing information, expertise and knowledge across all allotment sites.

Site Representatives provide a key communication link between tenants, co-workers and the Allotment Officer, ensuring that a helpful, fair and consistent service can be maintained on all sites across the City. September 2016