



JOB DESCRIPTION

Job Title: Activity Farm Assistant
Responsible To: Farm Operations Manager

JOB SCOPE

Willows Activity Farm is a family attraction that provides its visitors with a safe, enjoyable and exciting experience, resulting in the highest level of customer satisfaction. Your role is to operate as part of the team in delivering the customer experience.

KEY RESPONSIBILITIES

Health and Safety

- To adhere to all company Health and Safety procedures to ensure the health and safety of our customers and staff across the business at all times
- To attend any training required for health and safety, fire evacuation, emergency and first aid procedures as required by the company
- To adhere to all fire regulations, emergency and first aid procedures
- To adhere to the company dress codes at all times and ensure that personal hygiene standards are maintained.
- Report any equipment and maintenance defects to the line manager immediately

Customer Service

- To ensure you deliver a high level of customer service as defined by the company, interacting and engaging with customers at all times
- To attend any customer service staff training to maintain and improve the delivery standards of the customer experience, as required by the company

General Duties:

- To accurately and efficiently process customers transaction at admissions when working in this area
- To supervise the use of rides / play activities/areas on the farm park, ensuring that health and safety protocols are followed and customer experience/service delivered
- To play a role in keeping the farm park presentable and free of litter at all times
- Assist in the efficient delivery of the birthday party experience, if applicable to your job role
- Assist in the agreed routines associated with the health and welfare of the animals, if applicable to your job role
- Actively promote Willows Memberships, being aware of the key benefits for visitors
- Actively promote the events and services on site, ensuring you are aware of both current and future events taking place on the park
- If you are required to carry a radio, ensure it is charged and working at all times and returned in working order at the end of the shift
- Ensure you are aware of and comply with all company policies, as laid out in the Staff Handbook, including dress code, mobile phone policy and acceptable behaviour
- To undertake any other reasonable request as directed by your line manager

Hours of Work

You will be contracted on a flexible hour basis and as such we are unable to guarantee you hours each week. However, you must be ready to work if you

are asked.

If you are regularly unavailable for work when asked or if you have not worked for a period of 3 months, we reserve the right to consider that you no longer wish to work for us.

You will predominately be required to work weekends, Bank Holidays and school holidays.

Hourly paid employees are required to complete regular time-sheets which must be received by your line manager by 9.30am on the morning following each timesheet period. Time-sheets not received by 9.30am on the morning following the last day of a payroll period may not be included in the current payroll period but instead carried over to the next payroll period.

Holidays

The annual company holiday entitlement is a maximum of 28 days or 224 hours inclusive of any Public and Bank Holidays taken. The holiday year runs from the first day of the payroll year to the last day of the payroll year which is 11th March to 10th March.

As holiday entitlement is calculated on an accumulation basis, your personal annual entitlement may be different depending on actual hours worked.

Your hourly rate of holiday pay is equal to your working hourly rate of pay.

Probationary Period

There will be a probationary period of three months. At the end of this period the position will be reviewed and if satisfactory the continuation of your employment will be confirmed. The company may extend the probationary period if extra time is needed to assess your performance. If performance is not satisfactory, your employment will be terminated.

Notice

During the probationary period either party can terminate employment by giving one week's notice. Following the probationary period either party must give 4 weeks' notice.

This notice can be waived by either party by mutual agreement. We reserve the right to make a payment in lieu of notice should we so wish.

