



JOB DESCRIPTION

Job Title: Farm Park Duty Manager
Responsible To: Head of Operations
Responsible For: Activity Farm General Staff

JOB SCOPE

This role forms part of the daily management team on a rota basis (5 days in 7 with one weekend day), when you will be the Duty Manager on site with ultimate responsibility for the operation.

Responsible as Duty Manager for the daily running of the farm park managing both staff and customer operations to deliver an excellent day out for our customers and happy working environment for our staff.

KEY RESPONSIBILITIES

Health and Safety

- To lead by example and ensure the adherence by staff to all Health and Safety standard processes and procedures
- To assist in the implementation of the latest/changing protocols, procedures, legal requirements in ensuring the health and safety of our guests and staff across the business
- To ensure all Health and Safety standards are met in the implementation of new initiatives and activities.
- To ensure comprehensive daily/weekly checks are in place, working closely with the Farm Park Supervisor to ensure all Farm Park health and safety requirements are met.

- To support the Health & Safety Manager in any operational audits and risk assessments.

Guest Service

- To lead by example and ensure the delivery of excellent guest service standards by all staff by continual review, assessment and training to achieve and maintain standards
- To give staff feedback where standards are not met in a process of continual improvement of the guest experience.
- To monitor and record staff attendance.
- To be visible on the farm park to staff and customers, checking the standard of the park and reporting any defects to be corrected.

Staffing:

- To support the Head of Operations and play an active role in the recruitment, induction, training and development of operational staff.
- To support the Head of Operations in the delivery of the events programme within the labour budget.
- Ensure that staff are well presented and in uniform, motivated and engage positively with guests at every opportunity
- To support the Head of Support Services with overall performance management of operational staff

Site Management

- To manage staff uniform and uniform and staff presentation standards. Ordering uniform from the suppliers, managing the output and return of uniforms as per uniform procedures.
- Responsibility for the cleanliness of the farm park and surrounding site, managing cleaners' recruitment and training, rotas, ordering of cleaning materials and assessing output in achievement of the highest standards of cleanliness on the farm park

- Responsible for the management of the Grounds Care contractor ensuring all grounds are mowed, strimmed and weeded as per the agreed contract
- To work with the on-site maintenance team to brief in grounds care requirements in between contractor visits, ensuring they are completed
- To be responsible for the ordering and planting of plants on the farm park
- To ensure our live plant presentations enhance the overall presentation of the farm park
- To ensure operational signage is always clean and well maintained
- To manage the Waste and Recycling contractors ensuring we are maximizing our recycling and managing our waste in the most efficient way
- To undertake any work as reasonably requested by the senior management team or CEO

Financial Control

- To suggest improved efficiency and savings in the management of labour, purchase of cleaning items, management of grounds care contractor and efficiency of waste/recycling management
- As part of the Duty Management team, continually review and apply efficiencies to deliver of the labour budget.
- Adhere to the company purchasing and invoicing signing off procedures, ensuring all spending is controlled.
- To immediately report any irregular or suspect behavior's that suggest expenditure is being compromised or figures falsified to the CEO

Hours of Work

Those are necessary for the performance of your duties. This role demands a flexible approach to working hours to reflect the needs of the business at weekends, Bank Holidays and school holidays. Your average working week will be 5 days in 7, which will include at least one weekend day each week. Start time is 9am and the farm park closes at 5.30 pm, with additional time required to

close the farm park. Start and finishing times will need to reflect the needs of the business and your role as a leader within it.

Holidays

The annual company holiday entitlement is a maximum of 28 days inclusive of any Public and Bank Holidays taken. Your personal annual holiday entitlement for any year may be lower depending on your employment commencement date, employment end date and actual number of days worked, in which case entitlement will be calculated on a pro rata basis.

Notice

By negotiation but at least one month either side.