



JOB DESCRIPTION

Job Title: Livestock Assistant

Responsible To: Duty Manager Livestock and Training

JOB SCOPE

Responsible, as part of the livestock team for the health and welfare of the farm park animals. Also responsible for helping to deliver seasonal and event related animal shows that are part of our event programs. Your role is to operate as part of the team in delivering the guest experience by welcoming and assisting our guests, making a difference to their day and helping to create lasting memories.

KEY RESPONSIBILITIES

Health and Safety

- To ensure the adherence by self and staff of all Health and Safety standards with particular attention to livestock staff and an emphasis on zoonosis protective measures
- To assist in the implementation of the latest/changing protocols, procedures, legal requirements in ensuring the health and safety of our customers and staff across the business
- To ensure the health and safety of customers visiting The Farmyard through the compliance with the Industry Code of Practice for avoiding ill health when in contact with farm animals.
- To adhere to all fire regulations, emergency and first aid procedures
- To attend any health and safety training as required by the company

Customer Service

- To ensure you deliver a high level of customer service as defined by the company, interacting and engaging with guests at all times.
- You will be passionate, helpful and go out of your way to engage with our guests, answer their questions and add value to their visit.
- To always have a positive and helpful attitude when interacting with guests remembering and always respecting that you are representing Willows Activity Farm and the Peter Rabbit brand.
- To be able to always communicate politely and effectively with guests and colleagues.

General Duties

- To undertake the day-to-day care of all animals on the Farm Park as part of the livestock team.
- Assisting the livestock managers in the following areas:
 - Maintaining the highest standards of cleanliness
 - The health of the animals through the development and implementation of animal health plans
 - An appropriate feeding programme for each animal
- Assisting in keeping and filing ready for inspection, the required animal records for each animal
- To assist and work with the Manager of commercial Livestock in the management of animals across the farm park
- To play a role in keeping the farm park presentable and free of litter
- To report immediately any maintenance issues /damage seen around the farm park to the Daily Manager
- To develop, train and perform the animal shows on site working with external entertainers and Livestock Manager
- To undertake any duty as reasonably requested by the Head of Operations Manager.

Hours of Work

A start time of 8am in order to perform duties with animals that must be undertaken before the farm park opens. This role demands a flexible approach to working hours to reflect the needs of the business at weekends, Bank Holidays and school holidays. You will be contracted on a minimum hours basis detailed in your contract of employment. The average working week will be 4 days in 7, which will include at least one weekend day each week. Current opening hours of the business are 10am to 5.30pm.

To work at least two of the closed days over the Christmas period unless agreed otherwise in advance. You will be required to work weekends, Bank Holidays and school holidays.

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.

Signed:_____ **(Job Holder)**

Signed:_____ **(Line Manager)**

Date:_____