



JOB DESCRIPTION

Job Title: Farm Attraction Duty Manager
Responsible To: Head of Business 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). Responsible as a 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, to ensure all Farm Park health and safety requirements are met.
- To support the Health & Safety Manager in any operational audits and risk assessments.
- Highlight, report and monitor areas that require improvement to the maintenance team whilst prioritising health and safety.

Customer Service

- To lead by example and ensure the delivery of excellent customer service standards by all staff with 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 customer experience.
- 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 Business Operations and play an active role in the recruitment, induction, training and development of operational staff.
- To support the Head of Business Operations in the delivery of the events programme within the labour budget.
- To lead on the training of all farm park operational staff using company standard operating procedures.
- To work with the Head of Business Support on the development and implementation of all staff training.
- To support the Head of Business Support in ensuring all training records are maintained and reviewed.
- To take an active role with delivering induction, mandatory and site specific training.
- To lead on maintaining and updating of the company training matrix.
- To lead on staff development, providing staff with feedback and reviews in the process of continual improvement.
- To monitor and record staff attendance.
- Ensure staff follow the dressed for service policy, are motivated and engage positively with customers at every opportunity.
- To support the Head of Business Operations with overall performance management of operational staff.

Site Management

- To act as the daily Duty Manager on site.
- 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.
- Ensure the site is safe, clean and welcoming for our customers focusing on standards and presentation.
- Have a high level of attention to detail, highlighting improvements of the site grounds and completion of daily checklists.
- Grounds and back of house areas to be monitored at all times, whilst working with the Head of Business Operations for continual improvement.
- To ensure operational signage is always clean and well maintained.
- 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,
- 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, with weekly hours averaging 40 to 45. Start and finish times will need to reflect the needs of the business and your role as a manager 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.