



## **JOB DESCRIPTION**

Job Title: Duty Manager - Livestock  
Responsible To: Head of Operations  
Responsible For: Assistant Manager – Livestock and Livestock team members

### **JOB SCOPE**

Responsible, as part of the Farm Park Duty Management team for the health and welfare of the farm park animals, associated paperwork, compliance and delivery customer facing animal encounters. Also responsible for the safety of all staff and customers through compliance actions to prevent zoonosis.

### **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, with an emphasis on zoonosis protective measures
- To assist in the implementation and documentation of the latest/changing protocols, procedures, legal requirements in ensuring the health and safety of our customers, staff and animals across the business
- To take responsibility for the implementation of the Industry Code of Practice relating to animal contact, by customers and staff including the accreditation under the AAA scheme
- To adhere to all fire regulations, emergency and first aid procedures
- To attend any health and safety training as required by the company

- To assist in Health and Safety audits across the business to ensure standards are consistently upheld.

### **Customer Service**

- To lead by example and ensure the delivery of agreed customer service standards
- To give livestock staff feedback where standards are not met in a process of continual improvement of the customer experience

### **Staffing.**

- To assist in the recruitment, induction, training and development of livestock staff and work experience placements.
- To lead by example, direct and oversee to ensure that livestock staff are well presented at all times, motivated and engage with customers at every opportunity.
- To recruit and deliver the livestock staff work experience programme.
- To assist with staff rotas with specific responsibility for livestock cover ensuring the needs of the business are being met
- To assist in efficient staff utilisation across the business.
- To work closely with the Manager of Commercial Livestock to ensure routine veterinary and animal welfare related tasks are programmed, completed and documented.
- Support the Assistant Manager – Livestock to develop and deliver appropriate animal related shows.

### **Financial Control**

- Any requirements that have a cost associated with them to be agreed and approved by the line manager prior to purchase
- To complete monthly animal stock lists.
- To ensure any training courses required are carried out, within the training budget.

## **Livestock Management**

- Manage the day-to-day care of all animals on the Farm Park.
- Assist in the implementation of the breeding programme of all animals in conjunction with the livestock managers.
- Responsible for
  - 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 collaborate with the Manager of commercial Livestock in the management of animals across the farm park
- To be responsible for the provision of animal feed and livestock sundry
- To be the main point of contact with the Willows vet
- To ensure all staff are trained and briefed relating to any changes with the livestock or procedures relating to them.
- To play a role in keeping the farm park presentable and free of litter
- To actively promote the daily programme of animal encounters to maximise the customer experience for visitors
- To report immediately any maintenance issues /damage seen around the farm park and action.
- To develop, train and perform the animal shows on site collaborating with external entertainers and Assistant Duty Manager – Livestock and Training.
- Responsible for the training and provision of small animals used in the shows.
- To undertake any duty as reasonably requested by the Head of Operations.

### **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. The average working week will be 5 days in 7, which will include at least one weekend day each week.

To work at least 2 of the closed days over the Christmas period unless agreed otherwise in advance.

### **Holidays**

The annual company holiday entitlement is a maximum of 28 days inclusive of any Public and Bank Holidays taken. Your personal annual 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 calculate don a pro rate basis.

The holiday year runs from the first day of the payroll year to the last day of the payroll year which runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

**Signed:** \_\_\_\_\_ (Job Holder)

**Signed:** \_\_\_\_\_ (Line Manager)

**Date:** \_\_\_\_\_