

WE ARE HIRING



FARM PARK DUTY MANAGER

We have a fantastic opportunity for an experienced Manager working as part of a dynamic team to ensure we deliver a customer experience that is a 'wonderful exception to the everyday'.

Working closely with the Head of Operations and team of Duty Managers, you'll be responsible for the daily running of the Food & Beverage. Managing both staff and customer operations, to deliver an excellent day out for our customers and happy working environment for our staff. You'll work on a rota basis (5 days in 7 with one weekend day).

This Duty Manager role comes with specific responsibility to help develop and deliver a full training programme to our Farm Park Operational Team.

If you can demonstrate the relevant skills and experience from a hospitality, event or leisure management role you could be the one we're looking for!

If you're interested in the challenge of working in a fast paced environment requiring initiative, flexibility and teamwork we'd love to hear from you.

A TYPICAL DAY

- **Day-to-day operational management of the Farm Park, ensuring the smooth running of the daily events programme.**
- **Ensure the site is a safe, clean and welcoming operation for our customers.**
- **A keen eye for detail, presentation and standards is a must.**
- **Manage and supervise team members, with a particular focus on training requirements.**
- **Manage customer queries and feedback in a professional manner, all with a solution led approach.**
- **Ensure company policies and procedures are followed by all team members.**

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ABOUT YOU

- **Proven experience with managing and developing teams, working with a range of customers with different needs.**
- **A 'hands on' people manager who is able to lead by example and motivate a team.**
- **Ability to handle difficult situations with tact and diplomacy.**
- **Organised and always striving for continuous improvement.**
- **Have a flexible approach and the ability to perform and flourish in a pressurised environment.**
- **Ability to communicate effectively and professionally with senior management, other staff, clients and members of the public.**
- **Passionate about delivering the best customer experience possible.**

WHY US?

With over 300 farm animals and over 40 activities, shows and attractions Willows Activity Farm is a great day out for young families based in London Colney, St Albans. We're a strong team of people who share the same vision; to provide our customers with the best visitor experience. We encourage a positive work/ life balance and are proud to offer*:

BENEFITS

- **Generous holiday entitlement which increases after 5 years full service**
- **Pension contribution**
- **Discounted nursery places at Willows Farm Day Nursery and Activity Day Camp**
- **Emergency Employee Loan Scheme**
- **Training and development**

PERKS

- **Free Willows Activity Farm membership for up to 5 family or friends**
- **Corporate gym membership**
- **Free staff lunch**
- **Free onsite parking**
- **Long Service Awards and extra birthday day holiday**
- **Staff Award schemes – including Star of the Month and WOW awards**
- **Access 24/7 to our Employee Assistance Programme**
- **Team events and socials**

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WHAT NEXT?

If you feel you are the right person for the role and would like to be part of our amazing team, we would love to hear from you. You'll need to complete the application form [here](#), attaching your CV and covering letter. Salary information for the role is available on request.

Please send completed application forms by Friday 28th June 2024. We will contact successful candidates for interviews on receipt of application and cv.

We're looking for the successful candidate to join us as soon as possible.

**Apply by
28th June**



Interviews



References



**Job Start
ASAP**



***Ts and Cs apply**

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