

# Farm Park Supervisor – Torbay Coast and Countryside Trust

**Salary:** £22,000 - £23,000

**Hours:** Full time, 37 hrs per week over 5 days, within a 7 day shift rota

**Status:** Permanent

**Location:** Occombe Farm, Paignton

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. The Trust's ambitious £2 million investment plans for Occombe Farm include a farm animal attraction, indoor and outdoor play facilities, a large farm shop and catering outlets.

We are now looking to appoint a Farm Park Supervisor who will play a critical role in developing the animal attraction facilities at Occombe Farm.

The Farm Park Supervisor will report to the Farm Park & Play Manager having supervisory responsibility for the Occombe Farm animal attraction facilities including the Animal Encounters Barn and the Animal Paddocks, overseeing all operational and people supervision.

## **As Farm Park Supervisor you will be responsible for:**

- Day to day operations of the animal attraction facility
- Line management of Farm Park Assistants, including operational supervision, training/development/coaching in animal welfare and husbandry knowledge
- Rota management, ensuring appropriate staffing levels at all times
- Guest satisfaction, delivering first class customer service through appropriate engagement and interpretation
- Responsibility for animal feeding
- Responsibility for cleaning of animal enclosures and wider visitor area within the animal centre
- Health and safety responsibilities in relation to animal welfare and biosecurity, visitor hygiene and first aid
- Visitor capacity management
- Duty management responsibilities
- Collaborative working with other areas of the business for event planning

- Supervising the animal attraction element of children's birthday parties
- Deputising for the Farm Park & Play Manager as required, including KPI reporting

#### **What we offer:**

- 25 days holiday (excluding bank holidays) increasing with length of service (to a maximum of 27 days excl. bank holidays).
- Company pension scheme
- Free parking at Trust car parks
- Staff discount in Trust operated café and shops
- Commitment to flexible working where possible

#### **What are we looking for?**

- Experience in a visitor and small animal attraction role
- Experience in a customer-facing role
- Line management or supervisory experience
- Farm animal care and welfare knowledge
- Relevant Health and Safety legislation knowledge
- Excellent people skills
- Organisational and time management skills
- Ability to work collaboratively
- IT skills
- Communication skills
- Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.

To apply for the position please visit our recruitment page (<https://www.countryside-trust.org.uk/vacancies/>) where you will find the job description and an application form.

**Closing date: Friday 23<sup>rd</sup> April 2021 (5pm)**

#### **Torbay Coast & Countryside Trust**

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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**Torbay Coast & Countryside Trust** is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.