

## JOB DESCRIPTION – FARM PARK SUPERVISOR

<b>TITLE:</b>	Farm Park Supervisor
<b>REPORTS TO:</b>	Farm Park & Play Manager
<b>SALARY:</b>	£22,000 - £23,000
<b>HOURS:</b>	37 hrs per week over 5 days, within a 7 day shift rota
<b>SUPERVISION/LINE MANAGEMENT OF:</b>	Up to 8 Farm Park Assistants
<b>PRIMARY ROLE:</b>	<p>The Farm Park Supervisor will report to the Farm Park &amp; Play Manager having supervisory responsibility for the Occombe Farm animal attraction facilities including the Animal Encounters Barn and the Animal Paddocks and overseeing all operational and people supervision.</p> <p>The Animal Encounters Barn is an interactive facility allowing visitors to meet and interact with farm animals. The Farm Park Supervisor will lead a team of Assistants delivering engagement activities and interpretation about the animals and their husbandry both in the Barn and in the outdoor paddocks.</p>
<b>MAIN RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Day to day operations of the animal attraction facility</li> <li>• Line management of Farm Park Assistants, including recruitment, operational supervision, training/development/coaching in animal welfare and husbandry knowledge</li> <li>• Rota management, ensuring appropriate staffing levels at all times</li> <li>• Guest satisfaction, delivering first class customer service through appropriate engagement and interpretation</li> <li>• Responsibility for animal feeding</li> <li>• Responsibility for cleaning of animal enclosures and wider visitor area within the animal centre</li> <li>• Health and safety responsibilities in relation to animal welfare and biosecurity, visitor hygiene and first aid</li> <li>• Visitor capacity management</li> <li>• Duty management responsibilities</li> <li>• Collaborative working with other areas of the business for event planning</li> <li>• Supervising the animal attraction element of children's birthday parties</li> <li>• Deputising for the Farm Park &amp; Play Manager as required, to include KPI reporting</li> </ul>

	<ul style="list-style-type: none"> <li>To undertake additional duties as required, commensurate with the level of the job</li> </ul>
<b>OTHER:</b>	<ul style="list-style-type: none"> <li>Some outdoor working, lifting, using equipment, exposure to varying noise levels.</li> </ul>

## TORBAY COAST AND COUNTRYSIDE TRUST

### Person Specification

### Farm Park Supervisor

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	N/A	Relevant customer service NVQ or equivalent  Relevant animal welfare NVQ
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience in a visitor and small animal attraction</li> <li>Experience in supervising team members</li> <li>Customer service experience</li> </ul>	Line management Working with children Rota management Farm animal experience Delivering visitor interpretation Event planning
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Farm animal care and welfare knowledge</li> <li>Farm animal factual knowledge (to support visitor interpretation)</li> <li>Understanding of health and safety legislation/regulations and requirements for animal attractions</li> </ul>	Advanced health and safety knowledge (including bio-hazard, first aid, manual handling, Covid-19 related social distancing measures)
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Communication skills</li> <li>Organisational skills</li> <li>Ability to work collaboratively</li> <li>I.T. literate</li> <li>Numerate</li> </ul>	

#### Torbay Coast & Countryside Trust

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

**Head Office:** Ocombe Farm, Preston Down Road, Paignton, Devon, TQ3 1RN. t: 01803 520 022 e: [info@countryside-trust.org.uk](mailto:info@countryside-trust.org.uk) [www.countryside-trust.org.uk](http://www.countryside-trust.org.uk)

**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.

<b>DISPOSITION</b>	<p>Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.</p> <p>You will be an ambassador for Ocombe Farm.</p>	
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An enhanced DBS check against the adult's and children's barred lists is an essential requirement for this role.

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