

ROLE PROFILE

Farm Manager	
Reporting to:	General Manager
Role purpose:	
To lead team to maintain animals and habitat in a guest-friendly environment	
Responsibilities	
<ul style="list-style-type: none"> • Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness • Leads team by example to complete all animal husbandry tasks e.g. feeding, watering etc. • Higher level and general maintenance of the farm e.g. power tools, carpentry, farm vehicles • Conduct activities with guests and group visits and mentors team to do the same • Checks and reports on health and safety standards • Oversee supervision and co-ordination of volunteers and work experience team • Heads up wildlife and habitat management • Be an ambassador for the company • Provide guest service and trains team to do the same 	

<p>Progression in role:</p> <p>Entry</p> <ul style="list-style-type: none"> • Excellent written and spoken English • Strong interpersonal skills • Positive attitude • Leadership experience in hospitality • Able to work weekends and bank holidays • Good sense of humour • Be passionate about customer service delivery and exceeding our guests' experience • Be clean and presentable • Have an outgoing and friendly personality • Level 3 in animal care or similar • More than five years' experience in animal husbandry • Worked with a variety of animals 	<p>Training for role</p> <p>Company orientation and induction General health and safety Fire safety Manual Handling COSHH GDPR E-Learning</p>
<p>Competent – three months</p> <ul style="list-style-type: none"> • Leader and team have good relationship with regular guests, owners and locals • Works well with colleagues in other departments • Works independently • Good attendance and time keeping • Very good communication with team 	<p>Cove Leader 1 Cove Leader 2 Diversity and Inclusion Fire marshalling</p>

<ul style="list-style-type: none"> • Ensures good level of administration with few errors • Observes excellent cleaning standards by team • Coaches team to develop presentation skills • Conducts PDRs • Keeps up to date with latest licensing and welfare changes and passes to team • Manages budget 	
<p>Advancing</p> <ul style="list-style-type: none"> • Encourages team members to takes ownership of each guest interaction • Develops excellent animal and wildlife knowledge in team • Observes, participates and leads the team to talk in an interesting and informative way to a group • Points team to sources of new information in order to develop knowledge and takes pride in passing it on • Coaches existing team to train new team members to learn role in a positive way • Shares best practice • Has a keen eye for animal and welfare issues 	Selected LDP modules
<p>Excellence</p> <ul style="list-style-type: none"> • Suggests practical improvements to workings of department to General Manager • Actively coaches and/or mentors other managers and this is recorded • Is totally reliable at all times • Fully engaged with bringing on other team members • Leads, presents and represents company at local events, creating marketing opportunities 	Coaching and mentoring
<p>Key measures</p> <p>Holidaymaker survey Online reviews Footfall</p>	