

Livestock Supervisor

Job Description and Person Specification

Position Details

Position: Livestock Supervisor	Department: Animal Department	Reporting to: Operations Manager, Heads of Farm Operations
Contract: Permanent	Hours per week: Full Time	

Overall Objective:
 Responsible for supervising the Animal team ensuring high quality husbandry and customer service is always met. This is a varied role including maintaining high standards of care for our livestock, cleanliness of the site and animal enclosures and customer service.

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<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • Ensure the smooth operation of the Animal department. • To lead a team to deliver fantastic customer service and provide a clean safe environment for visitors. • Ensure standards are upheld and maintained within and across the department. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • Deliver the company values and customer pledge always engaging positively with customers. • Liaising with Operations Manager to ensure effective management of the Animal team. • Regular monitoring and overseeing each of the areas to ensure there smooth running. • Identifying additional support where needed. • Ensuring department open and close procedures are met. • Assist in morning team meeting by allocating tasks and responsibilities. • Assist in carrying out training of Animal team members in accordance with safe working procedures, • Assist in ensure animal welfare and husbandry is maintain to a high standard. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Have strong verbal and written communication and able to interact with customers and other staff. • To be pleasant and courteous and have good customer service skills. • Be flexible around hours and days of work. • Be adaptable to changing work and environments. • Have good numeracy and literacy skills. • Be able to work as part of a team and alone. • Be of smart appearance with good personal hygiene. • Previous experience of working with livestock. • Be physically fit. • Hold a valid UK driving licence. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience driving a telehandler. • Previous experience in a customer facing role.

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| <ul style="list-style-type: none">• Ensure the departments “Animal Talks” are varied, interesting, interactive, and conducted professionally and with enthusiasm. The scripts for these must be reviewed monthly.• Ensure our tractor rides run safely and efficiently.• Work with the senior management team to develop the animal department.• Ensure excellent customer service is delivered.• Ensure cleaning records updated.• Ensure the cleanliness across the outside areas of the farm by emptying bins, litter picking and cleaning tables.• Day to day maintenance of sinks across the site.• Identify and ensure basic grounds care is carried out e.g., mowing, strimming, and weeding.• Organise Animal team lunch breaks.• Ensure signage across the farm is relevant and updated.• Support all areas of the business when required.• Assist with animal healthcare when required.• Assist with breeding programmes | |
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