

Livestock Activity Assistant Part Time Job Description and Person Specification

Position Details

Position: Livestock Activity Assistant Part Time	Department: Farm Park Team	Reporting to: Livestock Manager
Salary: Dependent on age	Contract: Weekends	Hours per week: 8am-6pm

Overall Objective:

To work as part of the outside/livestock team ensuring that the customer experience is as it needs to be.

Achieving high standards whilst delivering all outdoor and facilities services including animal care, interactive shows, educational talks.

This is a varied role including maintaining high standards of care for our livestock, cleanliness of the site and animal enclosures.

Job Description	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To work within a team to deliver fantastic and interactive level of customer service. • To work between the facilities, sky trail and animal teams if required. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • Be able to deliver welcome talks for groups and schools. • Ensure the animals are taken care as directed by the livestock supervisor including bedding and feeding. • Deliver the animal talks as required by the livestock supervisor. • Ensure the site is kept clean and tidy in all areas including toilets at set periods each day. • Ensure all demonstration barns are swept and always organized this will include the cleanliness of gates to avoid cross contamination. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Have strong verbal communication and able to interact with customers and other staff. • Show good knowledge of farm animals. • To be pleasant and courteous and have good customer service skills. • Be adaptable to changing work and environments. • Have basic numeracy and literacy skills. • Be able to work as part of a team and alone. • Be of smart appearance with good personal hygiene. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • A valid first aid qualification • Be flexible around hours and days of work.

- Deliver the company values and customer pledge always engaging positively with customers.
- Manage the sites refuse and recycle where possible.
- Adhere to all health and safety regulations in particular the code of practice.
- Ensure safety checks are completed and signed off.
- Sky trail pre use checks and operation is completed in line with our safe working procedure.
- Stock and re-stock antibacterial and hand towel areas.
- Oversee the safety of customers in various areas (jumping pillows, go karts, slides, rock wall and sky trail and any other seasonal events during Halloween, Christmas, and Easter)
- Follow opening and closing schedules including the recording of any faults or accidents.
- Follow set day to day schedules as directed by the livestock supervisor or Operations Manager.,
- Be able to deal with customer questions with confidence by having a thorough product knowledge.
- Liaise and work with other Team Members.
- Support colleagues in other business areas.
- Assist with grounds keeping tasks when trained and able to do so.