

## JOB DESCRIPTION

Job Title:	<b>Livestock Assistant</b>
Reporting to:	Standalone Farm manager
Role Status:	Part Time
Hours:	Working on a rota shift pattern
Directorate/Team/Venue:	CCH Directorate – Arts, Heritage & Culture / Standalone Farm

### 1. JOB PURPOSE

This role works with and supports the rest of the team to ensure the smooth operation of Standalone Farm. To work as a member of the team to ensure that the livestock and all areas of the farm are presented to a high standard, providing a safe, educational and enjoyable experience for all visitors.

As the public face of the Letchworth Garden City Heritage Foundation and the Standalone Farm, our team members provide visitors with exceptional levels of customer service to maximise their enjoyment from their visit, problem solving any difficulties or issues that arise in line with policy, procedures and management support and always maintaining a professional image.

We take pride in our Venue, proactively ensuring that all public spaces are clean, tidy and safe for customers and staff and recording and reporting damage to premises and following other location procedures as necessary.

### 2. MAIN WORKING CONTACTS

As a Livestock Assistant, you will work both alone and together within a team to enhance to ensure that the livestock and all areas of the farm are presented to a high standard, while assisting the management team in ensuring the smooth running of all animal tasks and daily operational management of the venue.

Internal: wider Standalone team, Junior managers, Venues manager, other Letchworth Garden City Heritage Foundation staff.

External: Members of the public visiting Standalone farm.

### 3. KEY AREAS AND TASKS

- 3.1 Assist in carrying out animal husbandry tasks to a high standard including feeding, cleaning out, providing fresh bedding and administering veterinary treatment where necessary. Etc.

- 3.2 Assist with grounds maintenance, including cleaning, mowing, strimming litter picking, planting, fencing etc.
- 3.3 Assist with basic maintenance of building and equipment.
- 3.4 Assist in undertaking risk assessments and carry out and record daily health and safety related checks/ inspections of play equipment, facilities etc.
- 3.5 Provide information when asked by visitors. Assist with demonstrations/talks and activities for visitors.
- 3.6 Assist with supervision and guidance of work experience student's ad volunteers.
- 3.7 Apply effective problem-solving approaches to any challenges, complaints, difficulties or issues that arise, referring consistently to policy, procedures and management support where appropriate and at all times maintaining a professional image.
- 3.8 In the event of an emergency assist with evacuations of customers in accordance with the Venue's policy and procedures.
- 3.9 To follow policies and procedures in relation to animal husbandry
- 3.10 To report any health and safety concerns to the Farm Manager.
- 3.11 Respond effectively and promptly to all visitor enquiries and information requests, maximising the customer experience by demonstrating good customer service.
- 3.12 Comply with all legislation relating to Animal management.
- 3.13 Actively encourage new ideas and experience and contribute a voice to continuous improvement discussions.
- 3.14 Refer to the venue procedures for full list of daily duties

#### **4. Other Duties**

- 4.1 Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- 4.2 Follow the Foundation's policies, procedures and performance expectations.
- 4.3 Support the Foundation's Equal Opportunities Policy and work inclusively and collaboratively.
- 4.4 Undertake any other duties consistent with the role and/or reasonably required by the Foundation.

## PERSON SPECIFICATION

### Livestock Assistant

We are looking for someone to be able to demonstrate the following values and competences to a high level and want to use these to the full in their work.

This is equally important as having the direct experience or technical ability for this role and so we will be looking for evidence and examples of the following during the selection process, if you are shortlisted for this role.

Values	Competencies
Collaborative	Communicating
Supportive	Taking Responsibility
Inclusive	Inspires & Empowers Others
Evidence based	Managing Relationships

#### 1. EXPERIENCE & TRACK RECORD

- 1.1 Experience in working effectively in a team to achieve results or provide excellent customer service.
- 1.2 Experience of effectively using own initiative to solve problems and achieve required outcomes.
- 1.3 Experience of applying health and safety knowledge and training in a working environment would be an advantage.
- 1.4 Track record of identifying areas for improvement in services or systems and/or new and innovative approaches to doing things.

#### 2. SKILLS, KNOWLEDGE AND ABILITIES

- 2.1 Ability and willingness to communicate proactively and positively with colleagues and members of the public.
- 2.2 Confidence and willingness to engage with customers to hear complaints and ensure customer satisfaction with commitment and positive results
- 2.3 Manual Handling Certificate – or open to achieving this qualification.
- 2.4 Qualified to at least in a relevant subject level 3 of the National Qualification Framework
- 2.5 Previous Experience in similar role and knowledge of livestock production, animal health and welfare
- 2.6 Full driving licence and competency in tractor driving

#### 3. ADDITIONAL JOB REQUIREMENTS

- 3.1 Willingness and ability to work outside of normal office hours on occasion.
- 3.2 Willingness to work flexibly in response to changing organisational requirements.