

Sessional Duty Manager Application Pack

About Vauxhall City Farm

Vauxhall City Farm is a registered charity governed by a board of Trustees and regulated by the Charity Commission for England and Wales.

We deliver our mission through a range of educational, horticultural and recreational workshops, volunteering, tours and many visitor experiences of an urban farm.

Our aims are to:

- Support children and disadvantaged people to boost their confidence and aspirations via the development of personal, social, life and practical skills
- Promote emotional, mental, social and physical health and well-being
- Develop environmental awareness and action
- Strengthen community cohesion
- Create enjoyment and recreational opportunities for those from our local and wider communities

Set in 1.5 acres Vauxhall City Farm is a 'piece of the countryside come to town' in the heart of Vauxhall, within earshot of Big Ben, and in the shadow of the London Eye. Just minutes away from the Thames and Westminster, the Farm offers all the sights and smells of the countryside, attracting over 60,000 visitors each year. Making it one of London's greatest hidden treasures.

Our charitable objectives cover the 6 Boroughs of Lambeth, Westminster, Southwark, Hammersmith and Fulham, Kensington and Chelsea, and Wandsworth.

The Farm has an exceptional range of animals, birds, pond life, ecological habitats, insects, herbs, plants, vegetables and trees, as well as:

- An all-weather floodlit riding arena and paddocks
- A visitor and family friendly café
- A community garden with an outdoor learning space
- A range of different "outdoors" environments, animals, plants, and natural habitats that directly support the curriculum needs of over 80 inner-city schools (that cannot be accommodated on their cramped inner-city sites).
- High quality modern meeting/classroom/training/events facilities (that provide ideal facilities and a very different "inner-city environment") for corporate team building events, training, art/crafts and music activities and exhibitions.

About the role

Summary:

Job Title	Sessional Duty Manager
Salary	£14.00 per hour
Contract Type	6 months (contract renewable)
Hours	2 weekends per month (28 hours)
Responsible To	Operations Manager
Responsible For:	Farmyard and Livestock Coordinators

This is an exciting opportunity to become involved with one of London's hidden treasures. Covering over 1.5 acres of land, Vauxhall City Farm is home to over 100 animals and provides Londoners the opportunity to experience the sights, sounds and smells of the countryside without leaving the city. It also offers opportunities, education and training to the local community and beyond. As a small charitable organisation looking to grow, this also offers the right candidate an opportunity for personal and professional growth.

Purpose of the Role:

To oversee the running of the farm during weekend days. To welcome visitors and be a source of information about The Farm and any special events taking place. To be the dedicated member of staff responsible for managing any unexpected occurrences, emergencies and customer service issues that may arise as well as ensuring we are operating in line with our Health and Safety standards.

Key Responsibilities:

- Be the main point of contact for all staff and volunteers throughout the day.
- Maintain an overview of the operations across the whole site.
- Ensure exceptional customer service; handle any enquires or complaints or issues
- Maintain a welcoming and friendly atmosphere, encouraging repeat business.
- First aid provision if required
- To ensure that all Safeguarding and Health and Safety requirements are implemented and adhered to.
- To comply with the arrangements made to deliver services in accordance with the Vauxhall City Farms Equal Opportunities Policy.
- Other reasonable duties as required.

Person Specification

Essential:

- Customer service experience
- Proven organisation skills and experience in managing groups
- The ability to work on own initiative
- Strong interpersonal and communication skills and an ability to relate to people of all ages.
- A good understanding of Health and Safety procedures and Safeguarding practices

Desirable:

- Experience of managing volunteers
- Confident working with and around animals
- Knowledge of safeguarding and equality and diversity

How to apply

To apply for the Sessional Duty Manager position please submit:

- C.V. – maximum 2 sides of A4
- A covering letter (no more than 2 pages, minimum font size 11) letting us know:
 - Why you are interested in the role.
 - The skills and experience you will bring that align with the Job Description / Person Specification.

Email the above to: recruitment@vauxhallcityfarm.org with the subject: **Duty Manager Application**

Employment requirement

The post holder must have the right to work in the UK and will be required to provide the necessary paperwork to verify this.

As the role requires close working with children/vulnerable people the post holder will be subject to an enhanced Disclosure and Barring Service (DBS) clearance on appointment.

By applying for this vacancy, you consent to the safe storage and handling of any personal data you have provided us with. We will never share your data with a third-party without your consent. You can request the removal of your data at any time, by emailing info@vauxhallcityfarm.org.

Vauxhall City farm strives to be a diverse and inclusive workplace. We particularly welcome applications from people who identify as Black, Asian or other minoritised backgrounds who are underrepresented on the Farm.