



FAIRYTALE FARM JOB DESCRIPTION

Fairytale Farm is the UK's first visitor attraction to put disabled children first in its design and layout - but is loved by children (and adults) of all abilities.

Job Title: Cafe/Admissions Assistant (this could be a shared post)

Line Manager: Manager

Reporting to: Edwina Fawcett

Overall Objective: Working to the direction of the Manager, to be responsible for the day-to-day running of the Fairytale Farm admissions and cafe visitor operation and to ensure that every visitor to Fairytale Farm has the best experience possible.

Key Responsibilities:

- Take responsibility for the health and safety of visitors, staff and volunteers.
- To ensure that all the Opening Checks/Procedures are undertaken prior to Fairytale Farm opening to the public each day, to include (but not limited to) hygiene checks, site and play equipment visual safety check, switching on equipment, checking equipment is working, opening all areas of the site.
- To operate the tills in admissions and/or cafe as needed.
- To ensure the security of cash.
- To assist the Manager in maintaining the Farm's Security Policy.
- To deal with any customer queries and/or complaints.
- To undertake housekeeping tasks in the Café building and ensure that the Café building is kept clean at all times and that our cleaning procedures are followed.
- To ensure that all food safety and hygiene procedures are properly followed to maintain Fairytale Farm's 5-star hygiene rating.

- To ensure exceptional levels of health and safety including cleanliness, tidiness and repair, in keeping with current legislation.
- To ensure the shop is kept clean and tidy at all times.
- To monitor customers in the shop for shoplifting and any other undesirable activities.
- To ensure that the cafe and shop displays are as presentable as possible.
- To stock take the shop and cafe and report to the Manager when items are running low to ensure that orders are placed in good time.
- Price tagging items on shelves (where price tagging is used).
- To receive deliveries and ensure that they are correct - to follow up on any issues. To report any issues to the Manager.
- To handle day-to-day enquiries from external bodies and individuals about the Farm, including telephone and email.
- In quiet periods, carry out various tasks, in the following order of priority:
 1. Ensure that all areas of the admissions and cafe are clean and tidy.
 2. Stock-taking
- To undertake all Extra Checks and Closing Checks/Procedures at the end of the day to ensure that Fairytale Farm is safely and securely closed.
- To keep all paperwork associated with the operating of the Café and Admissions area up-to-date
- To ensure that casual Café Assistants, who work at peak periods, complete our Safe Methods training.
- To occasionally operate the wheelchair swing.
- To undertake tasks on other aspects of work for Fairytale Farm as required by directors.
- To undertake training on first aid, health and safety and other subjects, as requested by the Manager or Directors.

Person Specification:

Applicants will need to be enthusiastic, self-motivated, conscientious, reliable and flexible. Would suit a person with good interpersonal skills, who is organised and self-disciplined and who can act on their own initiative.

Fairytale Farm is a small and relatively new business, which is still in early development stages, and therefore the successful candidate will need to be able to operate with little or no supervision at certain times. The post will be mainly on weekdays, including Bank Holidays, but could be called upon to cover busy weekends. (The Farm generally opens daily from the start of the February half term to 24th December each year).

Skills and Experience Required:

- Ability to communicate with the public and other members of staff in a positive way.
- Previous experience not essential but preferable.
- Ability to work in an environment that can range from very busy and high pressured to extremely quiet.
- Experience and understanding of seasonal operations.
- Some experience in food preparation would be an advantage.
- Some experience in IT would be desirable, as would confidence in using an electronic till system, but training will be provided.
- Food hygiene training not necessary but would be an advantage.
- Ideally first aid at work qualified, or willing to become qualified.
- Be comfortable in the presence of, and engage with, severely disabled children and adults, and willing to assist where possible.
- Soft skills: time management, self-adaptability, teamwork, creativity.

Working Hours: The Cafe/Admissions Assistant will be required to work up to 5 days a week from approximately 9am – 5.30pm with up to an hour's break each day (30 minutes lunch and two 15 minute tea/coffee breaks). The post includes working on Bank Holidays and may include occasional weekends. The job runs from the start of the February Half-Term to 24th December, or can be a permanent job with holidays taken in December to February.

Closing Date: Friday 6th July 2018 at 5pm.

Start Date: As soon as possible.

Job Type: Permanent or contract from February half-term to 24th December.