



Operations Manager

Temporary 12-months

Recruitment 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, guided tours, riding lessons and 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 50,000 visitors each year. Making it one of London's greatest hidden treasures.

Uniquely, Vauxhall City Farm is situated within London's Central Inclusion Zone, and very close to major rail and London Transport interchanges and tourist attractions. We attract visitors, and service users from all over London (and beyond); and our charitable objectives cover the 6 Boroughs of Lambeth, Westminster, Southwark, Hammersmith and Fulham, Kensington and Chelsea, and Wandsworth.

Free entry to the Farm brings these diverse communities together in surroundings where everyone is equal and welcomed, and enjoyment and learning are shared. It provides opportunities for (over 300) individuals to regularly Volunteer, and for Corporates to deliver clear and tangible benefits (on their doorstep) from Corporate Social Responsibility donations, "Corporate Challenges", "Payroll Giving" and "off-site" fundraising. All of which provide real and tangible benefits for a wide range of office workers and community recipients.

The Farm has already taken significant steps to ensure that our facilities and programmes keep pace with these growing needs and demand. Stage 1 of our development plans has been completed. It equated to well over £1million in fund-raising, and has provided us with modern, and high-quality classroom/ meeting/events/cafe facilities, that are suited to a wide range of needs.

But we recognise that demand and need will continue to rise significantly, and over the next 3 years, the Farm will put a similar level of effort into fund-raising, marketing, and delivery for Stage 2 of our planned development.



The Farm has an exceptional range of animals, horses, birds, pond life, ecological habitats, insects, herbs, dye and medicinal plants, vegetables, trees, and fruit bushes. It also has:

- an all-weather floodlit riding arena and paddocks and a strong track record of delivering both general riding and Riding for the Disabled lessons (the riding school was closed at the start of the COVID-19 lockdown and will remain closed whilst we undertake essential refurbishment of our paddocks).
- a visitor and family friendly café
- a Community garden recently developed and run by volunteers
- 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, birthday parties, wedding receptions, art/crafts and music activities, exhibitions, filming and TV.

We re-opened the Farm to the public on the 1st May 2021 after extensive work on risk assessments and introducing new measures to keep staff, volunteers and visitors safe.

About the role

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.

Following our success in securing short-medium term funding to rebuild our operations during the COVID-19 pandemic, we have created a 12-month management role to support and develop our operational functions. This is an essential part of our organisational structure and we hope to raise further funds to extend the role beyond the initial 12-month period.

Job Description – Operations Manager

Job Title	Operations Manager
Salary	£28,000 – 30,000 full year equivalent.
Contract Type	Temporary fixed term contract for for 12 months (renewable)
Hours	35 hours per week with flexibility to work some weekends when required
Responsible To	Chief Executive Officer
Responsible For:	Livestock & Farmyard Coodinator, Café front of house staff, KickStart Workers (6- month contracts)

Job Description

The Post holder will be responsible for the oversight of the smooth logistics and development of VCF's business and community operations – updating or implementing new processes and procedures where appropriate and working with the CEO and our small staff team to ensure performance and quality indicators are in place and achieved. You will be the go-to person for operations matters, ensuring our core business and functions meet our strategic objectives and values.

Duties

Organisation Effectiveness

- Work with the staff team on developing logistical and work plans to enable a seamless delivery of business opportunites, programmes and services, in line with our business plan
- To manage the relationship with and opportunities for collaboration with the VCF Café management
- Support the development of our reporting, impact monitoring and evaluation processes
- Ensure that VCF is compliant with all relevant legislation, organisational policies and processes by working with the staff team to conduct risk assesments, review our procedures and fulfil our data protection and H&S responsibilites

HR Management

- Line manage and support the Livestock & Farmyard Coordinator, Café front of house staff and young adults recruited as part of the Government funded, 6-month KickStart programme - and ensure collaboration across these business and function areas
- Collaborate with the staff team to assess, recommend and implement actions to meet our immediate and longer-term volunteer and staffing needs
- Develop wellbeing opportunities and support processes for the staff team

Resource Management

- Work with the staff team and Fundraising Officer to implement opportunities to diversify our income streams from our business operations
- Review and implement measures to improve the efficiency and effectiveness of our systems and services (e.g. telephone system, IT support service, Utility providers, HR support etc.)
- Work with the Finance Manager to support the staff team in understanding and monitoring department /core function budgets.

Administration

- Implement and maintain our CRM database, in line with GDPR and data protection procedures
- Support the maintenance of staff records
- Comply with all statutory and company health and safety and Equality and Diversity policies and procedures
- Attend staff team meetings, supervision and other relevant meetings
- To perform any other tasks reasonably requested by the CEO

Requirements

- At least 3 years experience in an operations or similar role including maintaining policies and systems in line with best practice
- Experience of working with challenging and changing environments effectively
- Excellent project planning and time management
- IT literate – ability to use software including Word, Excel, powerpoint, email and database systems
- Excellent analytical and problem-solving skills and high attention to detail
- Strong interpersonal, communication (verbal and written) and customer service skills
- Can-do attitude with energy to bring new ideas and ways to improve processes and outcomes.
- High levels of integrity and ability to act confidentially.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

How to apply

To apply for the Operations Manager position please submit:

- CV 2 pages max
- A covering letter (no more than 2 pages, minimum font size 11) letting us know why you are interested in the role and the skills and experience you will bring that align with the Job Description / Requirements.
- Email CV & cover letter to: recruitment@vauxhallcityfarm.org with the subject heading: **Operations Manager 2021 Vacancy**

Closing Date: 4pm on Thursday 10th June 2021.

Interviews: Interviews will take place on the 17th June /18th June 2021.

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 vulnerable people the post holder will be subject to an enhanced Disclosure and Barring Service 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.

May 2021



Vauxhall City Farm
165 Tyers St
London
SE11 5HS
(020) 7582 4204

Registered Charity
No. 281512

web vauxhallcityfarm.org
email info@vauxhallcityfarm.org
rg
twitter [@vauxhallfarm](https://twitter.com/vauxhallfarm)
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