



# Sessional Duty Manager

## *Job Description*

### 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 ear-shot 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.

And provides opportunities for over 100 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. Stage 2 is near completion with the upgrading of our community gardens, animal enclosures, a new Farm entrance and pathways.



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
- a visitor and family friendly café (recently sourced out to local café business)
- 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.

## About the role

### Duty Manager

#### Summary

<b>Job Title</b>	Sessional Duty Manager
<b>Salary</b>	£14.00-£15.00 per hour
<b>Contract Type</b>	6 months (contract renewable)
<b>Hours</b>	2 weekends per month (32 hours)
<b>Responsible To</b>	CEO
<b>Responsible For:</b>	Farmyard and Livestock Coordinators

#### Introduction

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.

#### Job Description

To ensure that there is a dedicated member of staff available to be responsible for managing health and safety and any unexpected occurrences, emergencies and customer service issues arising at weekends.

#### Key Responsibilities

1. To be available between 9:00 am and 5:00 pm to support staff and volunteers on site.



2. To make staff and volunteers aware of your presence (and anticipated subsequent location) on arrival on site and to carry out periodic checks on all operational areas throughout the day.
3. To take responsibility for dealing with issues arising on the farm including, but not limited to.

- First aid provision
- Customer/visitor enquiries:
  - Ensure exceptional customer service and guest satisfaction.
  - Interact with customers, handle complaints, and resolve any issues or conflicts.
  - Maintain a welcoming and friendly atmosphere, encouraging repeat business.
- General Facilities/Breakdowns etc
- Health & Safety Provision and Needs
- Problems arising from visitors (anti-social behaviour etc)
- Any other non-standard occurrences where staff and volunteers on site may need additional support.

### How to apply

To apply for the Sessional Duty 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](mailto:recruitment@vauxhallcityfarm.org) with the subject heading: **Sessional Duty Manager Application**

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](mailto:info@vauxhallcityfarm.org).



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No. 281512

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