

Playbarn Supervisor Job Description

Mission Statement:

The purpose of the farm is to provide a safe, friendly and stimulating environment where young children can learn, play, have fun and enjoy themselves. Our aim is to make every visitor want to come back again!

Key Attributes:

We aim to provide the highest standards of service and enjoyment for our guests, so the following attributes are essential to be part of the Godstone Farm Team

- A passion for serving visitors and leading by example
- Well-groomed personal appearance
- Friendly, outgoing personality
- Confidence and a real desire to interact with children
- Ability to work as part of a team
- A willingness to work hard and have fun at the same time!

Main Job Tasks and Responsibilities

We aim to ensure our visitors receive the best service in all areas of the farm whilst made to feel welcome. During weekends and school holidays the Farm can get very busy where the quality of customer service, attention to detail, providing quality catering and ensuring the health and hygiene at the farm is paramount. Our team are required to be energetic, enthusiastic, responsible, trustworthy, hardworking and reliable.

The Play Barn is one of Godstone Farm's feature attractions with the majority of families enjoying the facilities at some point during their day. Along with the operational responsibilities, this role carries with it the responsibility of maintaining and improving customer's expectations and developing good relations with regular annual pass holders.

The role includes supervising a team of up to 8 on busy days and ensuring that safety and security, customer service and health and hygiene are all maintained.

Responsibilities:

Playbarn

- Welcome visitors and provide a warm, welcoming, friendly atmosphere
- Ensuring the Play Barn is kept clean, according to but not limited to, the daily and weekly cleaning schedules
- Weekends and holidays ensuring the Tractor Till is manned and the team are giving out shoe baskets and correct information on entry
- Ensuring the accurate running of the timing system during weekends and holidays
- The Toilets, Hand washing and Nappy Changing areas are maintained to a high level of cleanliness and are checked and signed for at regular intervals
- Monitoring of the exit door
- Maintaining the health and safety of everyone through checks and observation
- Liaise with the Duty Manager regarding Health and Safety and Fire Procedures
- All first aid incidents are dealt with quickly and appropriately
- Resolve customer queries in a positive manner

Play Equipment

- Completion of all daily play equipment cleaning schedules
- Completion of daily frame and equipment safety checks

- Keeping records up to date and liaising with the maintenance manager on issues
- Ensuring the climbing frame is being observed constantly and any issues and/or dangerous behaviour is dealt with as the children's safety is paramount

Playbarn Café

- The Café and Café Till are manned throughout the day
- Ensuring the Café is fully stocked & liaising with the Tearoom Supervisor on ordering and special offers
- Stock is regularly rotated and wastage kept to a minimum
- Any mistakes on the till are accounted for
- Completion of cleaning schedules

Staff

- Ensuring that staff are providing an excellent level of customer service
- Over-seeing the quality of the morning and end of day cleaning tasks
- Rotation of staff on positions and breaks throughout the day

Experience & Qualifications

- Experience of managing a team essential
- A first aid qualification is desirable but training will be provided

Key Competencies

- Good Communication and interpersonal skills
- Able to use own initiative
- Ability to multi-task
- Flexibility
- Ability to work to Standard Operating Procedures and maintain paperwork
- Confidence supervising a team
- Calmness under pressure during very busy periods
- Recognition of the importance of health, hygiene and safety for everyone.

Working times and rate of pay:

Winter Season	9.00am – 5pm
Main Season	9.00am – 6pm
Pay:	£19,600 - £22,500, dependant on experience (based on a five day week)

The Play Barn is open 7 days a week, closed only Christmas and Boxing day. The salary above is based on 5 days worked out of 7, including some weekend and bank holiday working. There is scope for a job share arrangement with the right candidates as long as full cover can be provided.