



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
- 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 all guests 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 staff are required to be energetic, enthusiastic, responsible, trustworthy, hard working and reliable.

The role of the weekend Playbarn supervisor will include looking after a team of 3 on quiet days and up to 6 on very busy days and ensuring the smooth running of the Playbarn throughout the day.

Responsibilities include:

- Opening the building ready for the day
- Ensuring the completion of all daily cleaning schedules
- Ensuring the Café is fully stocked ready for the day
- The Café and Café Till are manned throughout the day
- The Tractor till is manned and staff are giving out baskets and the correct information on entry
- Any mistakes on the till are accounted for
- All tables are cleaned and wiped down quickly to be re-used by the next customer
- The Toilets, Handwashing and Nappy Changing areas are maintained to a high level of cleanliness and are checked and signed for at regular intervals throughout the day
- The staff are giving the best possible service
- The climbing frame is being observed constantly and any issues or climbing up slides etc are dealt with as the children's safety is paramount
- Any complaints or grumbles are dealt with in an appropriate manner and anything you feel unable to deal with is reported to the Duty Manager asap
- All first aid incidents are dealt with quickly and appropriately
- Alert the Duty Manager asap on discovering a fire and direct the team to ensure a smooth evacuation of the play equipment
- At the end of the day you will be responsible for making sure the cleaning schedule for the end of the day is completed before the staff go home.

Experience & Qualifications

- Experience of managing a team is desirable but not essential
- A first aid qualification is desirable

Key Competencies

- Interpersonal skills
- Communication skills
- Able to use own initiative
- Flexibility
- Confidence in supervising a team
- Ability to keeping calm under pressure during very busy periods
- Recognition of the importance of health and hygiene for all visitors, children and staff.

Working times:

Pay: £9.39/hour (under 25) and £9.90/hour (over 25)

Winter (November to March) 9.30am – 5pm

Summer (April – October) 9.30am – 6pm