Job Description:
Visitor Services staff: Fixed term 6 months

ABOUT STEPNEY CITY FARM

Stepney City Farm is a three-acre working farm and registered charity, a unique educational resource, and a rural oasis in the heart of the London Borough of Tower Hamlets. The Farm is free and open to visit, 6 days a week, 50 weeks a year.

We provide first-rate facilities for livestock and poultry (including sheep, goats, pigs, donkeys, rabbits, chickens and ducks), studio spaces for rural artists, an extensive food-growing programme, and a weekly Farmer's Market. The Farm provides opportunities for children and adults to interact with farm animals in nature and practice arts and crafts such as pottery and woodwork. It connects visitors with food production, horticulture and natural resources through practical workshops and educational courses, volunteering opportunities, and the provision of 78 allotments.

The Farm advances wellbeing and inclusion in our wider communities by addressing issues of mental and physical health through the promotion of healthy eating, physical activity through volunteering, schools programming, green care and animal care sessions, and the provision of green space and recreation.

ROLE OVERVIEW AND DUTIES

Following the Covid19 crisis, Stepney City Farm has been awarded 6 months of funding for Visitor Services staff to enable us to safely re-open our site to the general public.

Core duties will include: being fully briefed on activities happening on site each day; managing a queue system; counting visitors in and out to maintain safe numbers on site; briefing visitors on Covid-Secure measures in place on arrival; observing visitor flow on site to ensure proper distancing; recording visitor numbers each day.

Additional duties will include (but are not limited to): carrying out visitor surveys; answering general enquiries about the Farm and our activities; soliciting contactless and cash donations; answering phone calls; assisting in sales of Farm produce and collection of online orders; taking deliveries; generally assisting and directing the public on site.

Two staff per day will be required for 6 hours per day Tuesday-Sunday; we are looking for candidates to commit to a 6 month fixed-term contract to work a minimum of two regular days per week, up to a maximum of 5 regular days per week.

Please note that this role will be based mainly outdoors in all weather, with shelter and hot drinks provided.

DETAILS

Role Title	Visitor Services staff
Location	Stepney City Farm, Stepney Way, London, E1 3DG
Salary	£10.75 per hour
Hours	6 hours per day, 9.45am-4.15pm (including 30 minute unpaid lunch break); 2-5 days per week (please indicate the minimum and maximum number of days you are applying for on the application form)
Start date	Week of 7 September 2020
Duration	6 months fixed term contract
Responsible to	Chief Executive
Other	Workplace pension (NEST); 28 days annual leave pro rata (including bank holiday allowance); Probation: 1 month

PERSON SPECIFICATION

Essential

Minimum 1 year experience of customer service or a customer-facing role
An interest in the work of Stepney City Farm
Reliable and committed
Flexible, with a can-do attitude
A commitment to environmental sustainability and our working farm ethos
Calm, with the ability to thrive in a varied and fast-paced environment
Personable, with the ability to get on with all kinds of people; commitment to equality and inclusion
Willing and physically able to work outdoors in all weather
Able to commit to regular days for a 6 month period starting in September

Desirable

Current first aid certificate
Training in or experience of working in event security
Local knowledge of Stepney and Tower Hamlets
Training in or knowledge of safeguarding