



Job Description

Role: Farm Park/Countryside Adventure – Team Members

Location: Over Farm

Responsible for: Creating an amazing day out for our Countryside Adventure customers!

Reportable to: Farm Park Manager

Over Farm is a family-owned business, since the early 80's the family has developed and brought together new innovations to become one of the most diverse farms in the country. Growing from a productive farm, to an ambitious enterprise which incorporates family-run values with fun and customer-focused projects. The business now invites customers to celebrate throughout the year in The Barn, shop locally at The Farm Shop, enjoy the great outdoors with several bespoke events and fly high at our Microlight facilities. Our team is the most valued asset of our business which is why we invest and support their personal and professional development; this is the key to further progression and our continued success.

Job Purpose and Scope

The farm park team are key members of Over Farm's Countryside Adventure and are responsible for daily tasks and making sure our customers have a fantastic day out at the farm. Great team skills are a must. They ensure jobs are done in a professional manner and are courteous to each other and our guests.

Having fun while delivering great customer service when demanded is essential.

Job Objectives

- Complete daily tasks
- Report site dangers or hazards to the manager for rectification
- Feedback customer problems to the manager
- Help customers achieve their objectives
- Carry out cleaning duties
- Keep the workplace and park clean, tidy and safe



Person Specification

| Knowledge | |
|---|--|
| Essential <ul style="list-style-type: none">• What makes a great day out | Desirable <ul style="list-style-type: none">• How to diffuse arguments |
| Experience | |
| Essential <ul style="list-style-type: none">• Previous experience in a customer facing role | Desirable <ul style="list-style-type: none">• Previous experience of working for an entertainer/entertainment company |
| Skills | |
| Essential <ul style="list-style-type: none">• Excellent communication• Can make people laugh! | Desirable <ul style="list-style-type: none">• Drivers licence• First Aid Training |