

HEAD OF FARM SERVICES

RESPONSIBLE TO: Director of Specialist Services

LIAISES WITH: All departments, teams and external organisations

MEASUREMENTS: Successful delivery of inspiring sessions that help our clients and local communities grow and nurture connection with their natural environment. Quality outcomes of the sessions provided and growth of the service.

PURPOSE OF POST:

- To lead the team in providing the highest quality, education, care & support to Clients, their families and Farm visitors, allowing those who visit to thrive in adherence to the SweetTree Charter.
- To lead on the management, development and growth of the Farm Service and work with the farm team and managing director on the development of the physical environment and services offered.
- To successfully implement and be a critical voice in the further development of SweetTree's Farm Service strategies.
- To work closely with local educational institutions, NHS bodies and local authority departments seeking to procure services from the farm and or develop programmes in support of the individuals they represent.
- To oversee and be responsible for ensuring success and efficiency in day-to-day operation of all the farm including leadership and management of all staff.

PRINCIPAL DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Accountable for the day to day running and development of the Farm, Farm Services and management of the team's workload.
- Accountable for the growth and development of the Managed Service, liaising with all relevant internal company key stakeholders to ensure maximum efficacy.
- Accountable for the delivery of a high-quality, educationally focused service, that delivers opportunities for the growth, independence and development of all Clients and the organisations visiting the farm.
- Accountable for the effective management of the farm budget, including budget management of designated projects, compiling key internal and external project reports, ensuring monitoring and evaluation plans are in place and successes and new learnings are captured and shared
- Responsible for facilitating and delivering a range of outreach plans that contain exciting and inspiring sessions for different user groups in different topics ensuring everyone's needs are met.
- Responsible for setting the standard and leading on group educational programmes and activities including (but not limited to) nature trails, arts and crafts and cookery activities.
- Responsible for communicating, advocating, and actively promoting the SweetTree Farm to

clients, community groups, schools and any other relevant bodies.

- To be the key contact with company directors and Marketing Manager, to ensure the growth, marketing and strategy goals of the business are fulfilled effectively.
- Responsible for the care, wellbeing, and handling of all livestock on the farm, along-side the wider farm team
- Responsible for record keeping and compliance in areas including (but not limited to) client development, health and safety, site growing records and land use.
- Responsible for the performance and upkeep of risk assessments to keep all Farm Service staff and participants safe.
- Responsible for the management and development of both the farm's grant funding and volunteering programmes
- To act as the ultimate backstop for Farm Workers and to assume their responsibilities upon absence.
- To promote the Farm Services through presentations and tours, as required
- To liaise with the Marketing Manager to ensure effective marketing/business development for Farm Services.
- To be the key contact with HR and Training to ensure that the recruitment, support and development of the team are of the highest standard.
- To be the key contact with Finance, to ensure client invoices and team pay is accurate and meets the highest standards.
- To be the representative voice for the managed services – both in internal meetings and amidst external stakeholders.
- To preserve the independence & dignity of all clients and participants of the farm and promote equal opportunities, respect diversity, different cultures and values.
- To maintain confidentiality and observe data protection guidelines.

Essential Experience, Skills or Attitudes:

- Essential - A proven professional educational (SEN) / care background and high level of achievement in the management of teams and complex activity-based settings.
- Essential – A passion for the outdoors and a solid experience of working in an outdoor, horticultural, or farm-based settings
- Essential - Experience of delivering projects/timetabling activities with a range of partners via effective planning and project management skills
- Essential – Relevant professional qualification,
- Essential - Experience of supporting people in a group setting who have a variety of needs.
- Essential – Experience of working with young people, vulnerable groups and / or people with challenging behaviours.
- Strong Interpersonal skills with the ability to be authoritative, persuasive and motivational to others.
- A 'doer' type attitude that does not shirk away from challenges.



- Excellent organisational skills with a strong Customer Services Focus
- Excellent literacy and computer skills
- Working knowledge of first aid and health & safety issues relevant in outdoor sites
- Happy to work in an outdoor setting in a practical off grid, farm office.

WORKING CONDITIONS: Working hours will be 37.5 weekly. Terms and conditions of employment are as per your employment contract and staff handbook

DRESS CODE: Professional and meeting Health and Safety requirements