

Employer: Ouseburn Farm

Vacancy: Engagement Assistant

Hours: Various

Salary: £11.44 per hour – Meets Min National Wage

Working pattern: Thursday - Sunday

Number of vacancies: 1

Overview:

Ouseburn Farm is seeking a dedicated and enthusiastic Engagement Assistant to join our vibrant team. This role will support the day to day care of our animals and gardens, as well as providing a warm and educational experience for our visitors. The successful candidate will ensure the highest standards of animal welfare, garden maintenance, and visitor engagement, while supporting a safe and inclusive environment for all.

Job Purpose:

1. To be responsible for assisting with the care and feeding of our animals, the upkeep of our gardens, and the engagement and education of our visitors. This role requires a passion for animal care, horticulture, and community interaction, as well as a commitment to safeguarding and inclusivity.
2. To work in accordance with the policies, practices and procedures as laid down by the Board of Ouseburn Farm Charity Limited and its parent organisation, Tyne Housing.

Key Responsibilities:

Animal Care

- Assist with the feeding and care for all farm animals, ensuring their health and welfare
- Help monitor the animal behaviour and report any health concerns to the appropriate supervisor
- Clean and maintain animal enclosures and living areas

Garden Maintenance

- Water plants and help to ensure the gardens are well maintained and visually appealing
- Assist with planting, weeding, and other gardening tasks
- Monitor plant health and report any issues to the appropriate supervisor

Visitor Engagement

- Greet and assist visitors, providing information about the farm, animals, and gardens

- Conduct educational tours and activities for visitors, including young people
- Answer visitor questions and provide a welcoming and informative experience

Site Maintenance

- Assist with maintaining the cleanliness and tidiness of the farm and garden areas
- Help to ensure that all public areas are safe and accessible for visitors
- Assist with general maintenance tasks as needed

Event Support

- Help set up events, including arranging furniture and preparing event spaces
- Assist in the coordination and implementation of event activities
- Ensure thorough cleanup and resetting of spaces after events

Health and Safety

- Adhere to all health and safety guidelines to ensure a safe environment for staff, volunteers, and visitors
- Report and address any potential hazards or incidents promptly

Safeguarding

- Assist in ensuring the safeguarding of all farm users by adhering to farm policies and procedures
- Report any concerns regarding the safety or wellbeing of volunteers to the appropriate supervisor

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- Passion for animal care and horticulture
- A commitment to own learning and development and ready to complete the training on offer
- Ability to work well as part of a small team
- Ability to demonstrate customer care and to be polite and courteous
- Able to follow instructions and health and safety guidelines
- Good communication skills
- Commitment to safeguarding and promoting the welfare of vulnerable individuals.