



## GENERAL ASSISTANT JOB DESCRIPTION

### **JOB TITLE: GENERAL ASSISTANT**

**HOURS:** Up to 4-10 hours per week in season. Hours are weighted seasonally – expect hours on a regular basis April to September, these may drop in winter period to 3 hours or less due to changes in seasonal demand. For the right candidate additional hours may be available in busier periods or for covering staff holiday or illness.

**WORKING DAYS:** Regular working days are Fridays and Mondays during school hours, some Bank Holidays.

**RESPONSIBLE TO:** Deputy Manager and Hospitality and Events Manager

**Other Benefits: 15% discount in Arthurs Farm Kitchen and the Farm Shop**

**Pay:** National Minimum Wage

**BACKGROUND TO SOCIETY:** The Fordhall Community Land Initiative is a not-for-profit community owned society, which owns and utilises Fordhall Organic Farm in North Shropshire as an educational and social resource, promoting sustainable farming and healthy living. It raised an amazing £800,000 in 2006 through a high profile national press campaign to enable Fordhall Organic Farm to be purchased by its non-profit making shareholders, of which there are now over 8000 across 25 countries. This is now the first structure of its kind in England to place farmland into community ownership. The society was created by Charlotte and Ben Hollins, both in their early twenties, and is now developing into an exemplar project with wide reaching appeal and benefits.

### **FORDHALL COMMUNITY LAND INITIATIVE STRATEGIC AIMS:**

**Sustaining livelihoods on the land** - Forever working in partnership with nature and our tenant farmer, protecting our soil to provide sustainable food and livelihoods.

**Experiencing nature** - Creating and maintaining inclusive connections between people and nature to improve well-being, leaving lasting memories and understanding.

**Nurturing our planet** - Minimising our climatic impact, whilst also enhancing our natural environment to build resilience and support biodiversity.

**Nourishing bodies and minds** - Providing and promoting healthy, nutritious food using local, seasonal produce, and encouraging responsible eating choices through education.

**Inspiring others** - Sharing our story and expertise, empowering people to adapt an ecosystem approach to food, land management and community ownership.

**JOB PURPOSE:** We are looking for an enthusiastic and high energy individual to take a general support role for all activities delivered onsite by FCLI. This is predominantly a ‘back of house’ role, with customer facing activities only considered if the successful candidate is willing to do this. We are a small team, and this role gives valuable extra support on an ad-hoc basis to departments at busy periods; you be happy to step in at their hour of need and keep the wheels of Fordhall turning smoothly. On a regular weekly basis, you’ll take a lead role in cleaning and running our off-grid yurt accommodation and supporting cleaning and minor maintenance of the larger Straw Lodge space. Your time to assist other areas will be allocated around the immediate needs of the guest accommodation offering. You will service the accommodation to the highest standards, ensuring all health and safety requirements are met and all welcome information/supplies are provided for the guests. You will, as a result, ensure our residential visitors have a quality, comfortable and memorable experience that emulates Fordhall's values and contributes towards our strategic aims. When the accommodation is quiet, you will be willing to turn your hand to

whatever the working day needs - washing up, stock taking or moving deliveries for the café, stuffing envelopes for office mailings, helping co-ordinate catering for a school residential visit or painting a fence to enhance one of our visitor areas. The role really will offer variety throughout the year!

Please note: this is a very physical role. For example, due to the off-grid nature of the yurts, with movement of linen, water, logs etc. by barrow from main site to yurt field location.

#### **OUTCOMES OF THE ROLE:**

You'll help ensure Fordhall is a 'Place in the Sun' for all that visit and work here and we have a smooth and efficient operation. Creating memorable experiences is a key element of this role, your time allows for all the extra detail which helps us meet, and even raise, our high standards. For our accommodation offerings, you will be part of creating a quality, unique experience which engages guests fully with all aspects of the farm and FCLI, encouraging them along our customer journey. You will encourage connecting with and respecting nature as well as highlighting the climate emergency and the actions they can take to have a positive impact in their everyday lives.

#### **KEY TASKS:**

- Cleaning the yurts to the highest standards and ensuring a high level of presentation
- Provision of logs, water, gas and tea/coffee/sugars for guests
- Maintaining inventory within the unit and advising your line manager when stocks of guest consumables/gas/cleaning supplies are needed
- Following basic linen management procedures.
- Ensuring maintenance issues are reported and actioned, if not completed advise your line manager
- Ensuring all guest essential information is present prior to every new arrival, and is updated as required
- Assist with placing of onsite marketing/messaging within the accommodation
- Assist as required with cleaning and preparation of the Straw Lodge for weddings, events and group residentials
- Return to office all completed guest feedback
- Share your own ideas on how to improve the guest experience or operational procedures in any area you work within.
- Basic maintenance support across site
- Carry out ad-hoc tasks as advised by your line manager in relation to Arthurs Farm Kitchen, event support, the office and public spaces (internal and external)
- Basic maintenance and monthly jobs across site (anything from painting, high or low detail cleaning, washing furnishings to sterilising shower heads or drinking water containers)

#### **SKILLS/EXPERIENCE:**

- Prior cleaning experience is preferred but not essential if you can demonstrate a passion for hospitality and providing the best customer experience
- Ability to work with a great attention to detail
- Able to work on own and use own initiative
- A 'can do' attitude – for example, no electricity or running water is a challenge at the yurts so you need to be happy to work with and adapt cleaning methods to suit without compromising on quality
- Awareness of basic Health and Safety requirements
- Proactive character; a problem solver
- Flexible attitude

#### **OTHER**

- Participate in team meetings where necessary.
- To undertake training courses as needed in order to undertake your role i.e Manual handling, first aid
- To continually assess your role to develop and improve it at every opportunity, to enable you to grow with the organisation

- Continually increase your knowledge of rural issues, farm life and the important links between food, health and sustainability, so that this can be reflected in your role and the accommodation offering.
- You will work in a way that is aligned with our organisational values and limits our environmental impact where possible.
- To fulfil any other role that the organisation sees fit or is required to enable it to achieve its aims and objectives for the benefit of the community.
- To work with the organisation to develop your role around your strengths and attributes, ensuring your Job Description and the work we request of you, best reflects what you can offer.
- The included Job Description is not intended to be exhaustive. Your duties and responsibilities may therefore vary over the course of your contract according to the changing needs of the organisation.