

## Farm Shop Assistant Manager Job Description

### Service: Elm Tree Farm – Farm Shop

#### Job Purpose:

The role will be to assist the Farm Shop Manager not only by supporting those individuals who attend the service, but also by helping to develop the project to continue to provide meaningful opportunities, whilst contributing to the success of a social enterprise.

The assistant manager will work with a small group to complete the tasks involved in the day to day running of the farm shop, with guidance from the Farm Shop Manager. They will contribute to the planning and running of activities which are appropriate and safe for the client group.

They will work with the people we support in a person-centred way and ensure that all relevant administration and records are kept in good order, especially relating to our social care compliance and food hygiene standards.

#### Job type and hours:

**Who you will be working for:** This job involves providing direct support to people with learning disabilities whilst assisting the Farm Shop Manager with the running of our Farm Shop Social Enterprise

**Where you will be working:** Elm Tree Farm is a 35-acre care farm where autistic people with individuals with learning disabilities access farm-based experiences, providing an opportunity for training, employment and wellbeing outcomes.

**When you will work:** This is a full time role of 37.5 hours per week, the rota does include weekend working.

#### Promoting Brandon's work, values and beliefs

- Project a positive and professional image of Brandon within the farm shop and all its activities
- Demonstrate and promote Brandon's values and beliefs to colleagues, customers and the community
- Work to connect Brandon with your local community.

#### Main Duties:

### Stock management

- Ensure an adequate stock of key items is always available (stock density).
- Work with other team members to ensure that all stock is priced at a consistent level in accordance with the retail guidelines
- Ensure the stockroom is organised to ensure optimum efficiency and to adhere to relevant health and safety requirements
- Work with the Farm Shop Manager you will manage stock processes ensuring correct density levels and rotation

### Customer service

- Support the Farm Shop Manager in ensuring team members always maintain a high standard of customer care
- Work with the Farm Shop Manager and other team members to report, manage, and resolve any complaints or negative feedback

### Operational effectiveness

- Support the Farm Shop Manager with collating and reporting information as required
- Support the Farm Shop Manager in ensuring all shop equipment and facilities are in good working order
- Maintain the farm environment, keeping a tidy workplace
- Communicate in a professional manner effectively and clearly with all stakeholders in the business. This includes email, in person and telephone
- Deputise in the absence of the Project Leader, assuming full responsibility for all operational areas of the store, including Health & Safety & financial security
- Work in partnership with other Enterprise services and provide cover and support across other charity shop branches, retail sites and Brandon services as and when required, this may require lone-working
- Work with the Farm Shop Manager to keep the Farm Shop project within its budget, keeping a record of/monitoring expenditure and income
- Help maintain records and work in accordance with the key policies and procedures of Brandon Trust with regard to our support service and in accordance with Food Hygiene Standards
- Continually inspect facilities and equipment for signs of disrepair, and report any maintenance works needed as required
- Be willing to work weekend/bank holidays shifts including the Christmas period on a rota basis.

### Social Media, Marketing and Brand Awareness

- Together with the Farm Shop Manager lead on social media activity for the store, creating engaging content and campaigns.
- Support delivery of communications and marketing KPIs.

- Raise awareness of Brandon's work, mission, and sustainable retail through local engagement and influencer partnerships.

### Supporting Retail Trainees

- Support colleagues and retail trainees with learning disabilities and autism to achieve their desired outcomes on the farm
- Mentor a group of service users by being responsible for keeping their personal records up to date and being a point of contact for parents/carers
- Conduct 6 month and 12 month reviews with the parents/carers of those they mentor to ensure the quality and appropriateness of our service

### These are the key things you will need to do to ensure you provide excellent support:

- All of your actions will demonstrate respect for the rights of people you support, and for their decisions and choices. You will promote people's individuality, where necessary advocating on their behalf.
- It's important that you take steps to find out about each person's preferred method of communication, demonstrating active listening and always encouraging their communication, for example through words, pictures, signing or behaviour.
- Where people do not have capacity to make some decisions in their life (and specifically when working with children/young people up to the age of 16), you will offer support, guidance and advice that is in their best interest.
- You will encourage people to value work, supporting them to find and maintain employment, where this is appropriate.
- Through person centred planning you will coach people to express their aspirations, develop new skills and to recognise and use their talents.
- You will encourage and support people to adventure, to overcome disabling barriers, take risks and to try new things in a safe and supportive manner.
- You will support people to maintain important relationships and grow their social networks, acting as an advocate or mediator where necessary. This list is not exhaustive and may vary between different people and types of support service.

### These are the things we expect from you:

We expect you to act in a professional, co-operative and solution-focused manner at all times, demonstrating accountability for your actions whilst creating an environment that is vibrant and creative rather than restrictive and controlling. In your role you will:

- Take appropriate and immediate action to:
  - ensure people with learning disabilities are safeguarded from abuse and to

- report any instances of alleged abuse which you witness or become aware of.
- Work in a way that promotes trust and builds rapport with each individual, their family and significant others, particularly when supporting children and young people.
- Keep good records, communicate effectively and share information as appropriate whilst maintaining confidentiality and data protection requirements in line with Brandon policies.
- Understand and comply with the standards that you are required to work to, and endeavour to exceed them.
- Be an effective team member, demonstrating flexibility and resourcefulness, and cooperate with colleagues and other people in the best interest of people you support.
- Demonstrate through your actions that you understand and work within the values of Brandon Trust, to include respecting diversity and actively challenging discrimination.
- Comply with all aspects of statutory and local regulations in respect of Health, Safety and Environment.
- Dress and behave appropriately for the support role you are undertaking.
- The ability to drive and willingness to use your own transport on Brandon business is desirable, and may be essential for some services. You will be paid a mileage rate for journeys undertaken for any service, while using your own vehicle.

### **As a good employer, Brandon Trust will:**

- Ensure we have carried out an enhanced DBS disclosure with the appropriate barred check lists on your behalf.
- Provide supervision, appraisal, team meetings, training and access to development opportunities.
- Seek to strengthen your skills and encourage self-development through creating a strong coaching and learning environment.
- Aim to provide good, timely information about Brandon Trust's activities and performance, and actively seek your ideas and feedback.

### **Brandon Values and Behaviours:**

Brandon's values and behaviours underpin all our activities. All employees are expected to demonstrate and promote these values and behaviours in their work.

### **Safeguarding:**

All employees have a duty to take appropriate and immediate action to:

- Ensure people with learning disabilities are safeguarded from abuse and to report any instances of alleged abuse which you witness or become aware of.

### **Confidentiality and Data Protection:**

All staff are required to comply with our policies regarding confidentiality and data protection.

### **Diversity:**

Brandon Trust is committed to its diversity policy and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

### **Health and Safety:**

The Health and Safety at Work Act 1974 placed a legal duty on employees to:

- Take reasonable care of themselves and others who may be affected by their acts or omissions.
- To co-operate with their employer.

The Management of Health and Safety Regulations 1999 increased these duties to include:

- To use equipment and materials in accordance with instruction and training provided by the employer.
- To report serious dangers or potential risks observed to the employer.

**Failure to do these four things is an offence in law for which individuals can be fined and, may lead to disciplinary action within the Trust.**

The Management of Health and Safety Regulations also require employees to be 'competent' when carrying out the tasks required by the employer. If you do not feel competent to carry out any task required of you, please discuss this with your line manager, the Learning and Development Manager or the Health and Safety Manager.

### **Service Specific Person Specification:**

<b>Personal Characteristics:</b>
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<ul style="list-style-type: none"> <li>• Innovative problem solver.</li> <li>• Flexible attitude.</li> <li>• Confident to work without direct supervision.</li> <li>• Resilient.</li> <li>• Open to challenge.</li> <li>• Willing to try new activities.</li> <li>• Encouraging.</li> <li>• Adaptable.</li> <li>• Able to work flexible working patterns.</li> <li>• Self-aware.</li> <li>• Considerate.</li> <li>• Calm under pressure.</li> <li>• Demonstrate personal values consistent with Brandon’s values and purpose.</li> <li>• Demonstrate an understanding and commitment to safeguarding and promoting the welfare of people with learning disabilities.</li> <li>• Demonstrate a clear commitment to the inclusion of people with learning disabilities in all aspects of community life.</li> </ul>	<p>All of these characteristics are essential.</p>
<p><b>Experience:</b></p>	
<ul style="list-style-type: none"> <li>• Relevant life experience, volunteering or work experience</li> <li>• Customer service experience</li> <li>• Charity retail or Farm Shop experience</li> <li>• Café or barista experience</li> </ul>	<p>Desirable Essential Desirable Desirable</p>

**Skills and Competencies:**

<ul style="list-style-type: none"> <li>• An acceptable level of English and Maths which will enable you to fulfil your day-to-day job role.</li> <li>• Demonstrate an ability to develop professional relationships with a range of people and partner agencies e.g. parents, schools, social workers, team around the child, health teams, community groups.</li> <li>• Work in a manner that demonstrates and encourages confidence, trust and honesty with families who are disengaged or in crisis.</li> </ul> <p><b>Driving licence and own car</b> - The ability to drive and willingness to use your own transport (if required) on Brandon business is essential. You will be paid a mileage rate for any business journeys undertaken using your own vehicle.</p>	<p>Essential.</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<b>Qualifications:</b>	
<ul style="list-style-type: none"> <li>• <b>Diploma in Health and Social Care (level 2) - or equivalent.</b></li> <li>• <b>Diploma in Health and Social Care (level 2) children and young people pathway - or equivalent.</b></li> <li>• Level 2 qualification in Maths and English</li> <li>• Full clean driving licence</li> </ul>	<p>Desirable.</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>

## Brandon Values & Behaviours

Our vision

A world where people of different abilities truly belong

Our purpose

We work alongside people of different ability, so they are able to create opportunity and feel empowered to live the life they want

Our values

Our five core values set out how we will achieve our vision ...



### Listen hard

I actively listen to understand.  
I ask questions rather than make assumptions

### Make time

I make time to involve, inform and prepare people.  
I provide feedback on decisions & outcomes that affect them

### Provide access

I get to know people to understand what they need, to access place, people and information.  
I work to make sure that people are not excluded

### Take positive risk

I take a positive approach to risk and to trying new things.  
I am bold, courageous and can ask questions.

### Build confidence

I assume capacity and ability.  
I seek opportunities to act in favour of, and in the best interests of others.

### Be responsive

I am person-centred.  
I think about the person, not just the task.

### Be collaborative

I want to work with and learn from others to share ideas, knowledge and good practice

### Be prepared

I equip myself with the skills, knowledge, training, tools, equipment & experience that I need.  
I am diligent.

### Be adaptable

I am curious and find creative ways around challenges and barriers.  
I adapt to make things happen

### Advocate for others

I encourage people to believe in themselves and fulfil their dreams.  
I recognise achievement

### Make things clear

I communicate with care, in a way that is easy to understand, best suited to the individual

### Provide choice

I make decisions with people, not for them.  
I have confidence in other's ability to contribute & shape the future

### Be consistent

I am dependable and I know the standard of work expected of me

### Be accountable

I keep the agreements that I make.  
I acknowledge that freedom & choice comes with responsibilities for my actions

### Foster community

I promote connection & social integration, e.g. friendships, social interaction & employment