**Care Farm Administrator – The Willows**

**Job Description and Person Specification**

**Reports to:** Assistant Manager & SENCo

**Contract:** Permanent Term Time (40 weeks)

**Hours:** 20 hours per week (09:00-13:00 Monday to Friday)

**Based at:** The Willows Care Farm, Broughton Gifford, near Melksham

**JOB PURPOSE**

The purpose of the Care Farm Administrator is to assist the Care Farm managers with the administrative duties that are essential for the day to day running of the Care Farm. Where appropriate, you will also act as triage for general queries from staff regarding sickness and annual leave, for example. You will work closely with the Care Farm Administrator at Lakeside Care Farm to ensure cross-site consistency.

The Care Farm Administrator will work closely with the Head of Care Farms to support them with keeping all policies, procedures, risk assessments, invoicing and databases up to date.

**DIMENSIONS**

There are no line management or budgetary responsibilities.

**MAIN DUTIES AND RESPONSIBILITIES**

The main duties and responsibilities of the role are as follows:

* Keep all student records and documentation up to date (paper and electronic)
* Work with the managers to continuously improve information systems
* Complete and update accident and incident logs and disseminate to required parties
* Keep the online single central record updated to monitor all staff personal details, training and DBS and to liaise with the Recruitment and Retention Officer in relation to these when required
* Answer the office phone and triage to managers where necessary
* Where appropriate, record staff sickness on the HR system, hold return to work meetings with staff and return forms to the HR Manager
* Develop systems to ensure daily/weekly/monthly/termly/annual checks and cycles are undertaken in a timely manner
* Maintain the daily student register
* Contact schools and referrers to report on student attendance and absence
* In liaison with the Head of Care Farms and Assistant Manager & Site Coordinator keep all documentation for compulsory reading, Staff Handbook, risk assessments, and COSHH and H&S folders up to date
* Respond to staff requests for student resources where appropriate
* Take the lead on the archiving of records and paperwork
* Create a stocklist and check biweekly
* Where appropriate, undertake purchasing using the standard Trust processes
* Lead on the AQA Unit Award submission and certificate distribution
* Any other duties as may be reasonably requested

**Other**

1. Maintain an understanding and commitment to the delivery of the Trust’s Strategic Plan
2. Comply fully with the Trust’s policies and procedures as detailed in the Staff Handbook
3. Comply fully with the Trust’s Health & Safety policies and procedures
4. Comply fully with the Trust’s Safeguarding policies and procedures
5. To champion the importance of environmental learning and education and the work of the Trust and the achievements of our students and users
6. Attend and complete training team meetings, TD days, staff conferences and briefings as required
7. Carry out any other duties as may be reasonably requested

**SAFEGUARDING**

Wiltshire Wildlife Trust is fully committed to safeguarding the welfare of all children, young people and adults at risk. All WWT staff will receive safeguarding training and must ensure that they comply with WWT’s safeguarding policy.

**BACKGROUND**

This post has arisen due to the continuing success of Wiltshire Wildlife Trust’s Care Farm provision at Lakeside on Lower Moor Nature Reserve and The Willows near Melksham. Each provides one-to-one nature-based therapeutic activities for children, young people, and adults with additional needs, social and communication difficulties, mental ill-health, and those needing emotional support. As the Care Farms have expanded the administrative requirements now necessitate a dedicated staff member to ensure they are kept to the highest possible standards and facilitate the smooth, professional running of the Care Farms.

**WORKING RELATIONSHIPS**

It is imperative that positive relationships are maintained with colleagues, students, parents/carers and commissioners, as well as members of the public and, where required, other members of the Education & Wellbeing Directorate and other relevant WWT staff. This post will foster strong professional relationships across the Trust.

**KEY CHALLENGES**

A key challenge will be the need to manage demands on your time carefully. There will be a need to act with great flexibility to address the on-going needs of the dynamic setting of the Care Farm, whilst undertaking those ‘must do’ daily administrative tasks such as attendance reporting.

**SCOPE FOR IMPACT**

There is scope to contribute to increasing the Trust’s commercial income in this role enabling the expansion of existing services and the development of new strands of educational services. This is a highly rewarding post to support an energetic and passionate workforce.

**EXPERIENCE, QUALIFICATIONS AND SKILLS REQUIRED**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Qualifications | * Good general education (A Levels Grade C minimum or equivalent). * A high standard of literacy, numeracy and verbal communication in order to be confident to work independently in these areas at the required level. * Ability to learn and apply knowledge. | * Working knowledge of BreatheHR |
| Experience | * Working knowledge of GDPR * Awareness of children and young people with special and complex needs, poor mental health and/or behaviours that challenge * Awareness of outdoor learning activities * Knowledge of Health & Safety requirements/risk assessments * Good working knowledge of, and commitment to, the principles of safeguarding and child protection | * Experience of working in a charity * Knowledge of sustainability and environmental issues * Understanding of equality, diversity and inclusion * Basic knowledge of HR policy and practice |
| Skills | * Excellent professional communication skills both written and verbal with a wide range of people * Proficient in Outlook, Word, Excel, Zoom, Teams and the use of databases * Ability to build strong relationships with managers * Ability to remain calm in time-pressured situations * Confidentiality * Accuracy and attention to detail * Punctuality * Ability to prioritise and meet deadlines * Ability to adhere to safeguarding, GDPR and health and safety requirements * Must be able to work on own initiative and take responsibility * Ability to work as part of a small team and independently as a self-starter * Problem solving |  |
| Personal attributes | * Personable and empathetic * Sense of humour |  |
| Additional requirements |  | * Full driving licence |

Special note:

This job description does not form part of the contract of employment but indicates how that contract should be performed. The job description will be subject to periodic review and amendment in consultation with the post holder. The post holder may be required to perform duties other than those given in this job description. The duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

*THE REHABILITATION OF OFFENDERS ACT*

The provisions of the Rehabilitation of Offenders Act relating to the non-disclosure of spent convictions do not apply to this job.

**YOU MUST, THEREFORE, DISCLOSE WHETHER YOU HAVE ANY PREVIOUS CONVICTIONS.**

**This role involves engaging in regulated activity with children, thus if the applicant is barred from engaging in this activity it is an offence for them to apply.**

If successful, you will be required to apply for a Disclosure and Barring Check from the Disclosure & Barring Service. The level of check required for this job is an Enhanced Disclosure for children and adults.

A copy of our Policy Statement and Code of Practice is available on request.