### STREAMVALE FARM- Personnel Specification

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Post: Office Supervisor

**SITE: Streamvale Open Farm**

**RESPONSIBLE TO: Partners, Chris Wilson**

**LOCATION: 38 Ballyhanwood Road Dundonald, BT5 7SN**

**HOURS: Minimum 45 hours per week (flexibility is required)**

**TERM: Permanent full time employment.**

**SALARY: £8/ £9 per hour depending on experience.**

**OVERALL PURPOSE OF THE JOB:**

To manage a fast paced and busy office that is constantly changing and evolving as the business develops. You will make sure to provide effective administrative support to the business as well as emphasising Streamvale’s core values.

You will support management with the daily running of the attraction making sure everything runs smoothly.

As the business develops there are opportunities to progress, with a strong emphasis on personal growth and development.

To be part of this strong team you need to go above and beyond the minimum requirements which will be rewarded. This is not a normal 9-5 job however it can be a very fun and rewarding environment to work in.

**Essential Criteria:**

1. Proven experience working in an office environment.
2. Proven experience in a customer facing environment.
3. Demonstrate that you have dealt with customer concerns/ enquiries.
4. Proven cash handling experience.
5. GCSE Maths and English.
6. A level or equivalent further study.
7. Proficient in Microsoft Excel and Word.
8. Ability to work flexibly including weekends and public holidays.
9. Ability to work as part of a team or individually.
10. Friendly and confident interaction with members of the public.
11. Excellent communication skills when dealing with individuals, small and large groups.
12. Ability to relate to and respond sensitively to visitors of different age groups and from a variety of backgrounds.
13. Keen attitude to interact and work with children specifically.
14. Enthusiastic and outgoing personality.
15. Full clean driving licence.

**Desirable Criteria:**

1. Third level education.
2. Current first aid qualification.
3. Experience working for a visitor attraction.
4. Experience working in a retail environment.
5. Proven experience working with children.
6. Proven office management experience.
7. GDPR experience or knowledge