



## Lead Housekeeper Jamie's Farm, Hereford

Jamie's Farm exists to transform the lives of vulnerable children by providing our unique combination of 'farming, family and therapy'. We are seeking an experienced and dedicated individual to take on the role of Lead Housekeeper, ensuring that our beautiful Herefordshire farmhouse and converted barn is a warm, welcoming and beautifully kept environment for our visiting young people and for weekend visitors.

### About Jamie's Farm

Jamie's Farm helps children to flourish at home, in education and in the community through an intensive week-long immersion in rural life. We provide them with a tailored range of activities designed to offer each an opportunity for achievement, as well as a supportive family environment that encourages them to push themselves out of their comfort zone. Our therapeutic input makes use of individual and group sessions to allow children to reflect on their lives on the farm and back home, in order to draw out tangible strategies for improvements to be realised when they return.

More information can be found on our website: <https://jamiesfarm.org.uk/>

### About Jamie's Farm Hereford

Our second farm, opened in 2016, is situated on the England-Wales border at the foot of the Black Mountains in rural Herefordshire, between Longtown and Ewyas Harold. With stunning views of the surrounding countryside, orchards, pasture and woodland, the 160-acre farm rears cattle, sheep, pigs and chickens. Sleeping accommodation overlooks the beautiful courtyard and traditional stone barns. Every week our young farmers can be found carving locally-felled timber to create spatulas and harvesting produce from our extensive kitchen garden, including a large polytunnel.

### The Farmhouse/The Hay Barn

The Farmhouse and Hay Barn are at the heart of our work at Jamie's Farm. The 23-bed farmhouse acts as the accommodation for our visiting groups of young people and their staff, while the Hay Barn is the place where they cook, eat and relax throughout their time here. Maintaining a warm, welcoming and comfortable environment is essential to the success of our programme – it is vital that the young people who come to Jamie's Farm feel at home during their week with us. The role of the Lead Housekeeper and the team of housekeeping staff are essential in maintaining this environment.

In addition to the running of our regular programme, the farmhouse is available to let at weekends through AirBnb and is a very popular destination.



## Position Summary

The Lead Housekeeper is central to the smooth running of activities at Jamie's Farm Hereford, taking responsibility for ensuring that the farmhouse is maintained as a warm, welcoming and beautiful venue for visiting young people and staff, as well as for weekend lets. They lead a team of housekeepers who work to ensure that the house is cleaned and maintained following each residential visit, as well as following each weekend let. They are also the first point of contact for all Airbnb guests and responsible for ensuring the wellbeing of our guests.

### Responsibilities:

Responsible for all major housekeeping activities at the Hereford Farm, including:

- Maintaining a high standard of cleanliness throughout;
- Ensuring each element of accommodation is suitably prepared for the arrival of every group of young people – including arranging the laundry service for all bedding as appropriate;
- Making sure that the property of Jamie's Farm Hereford is consistently maintained to a high standard and reporting any maintenance issue, without delay, to the Estates Manager or the Head of Farm;
- As appropriate, liaising with and managing visiting contractors and maintenance workers to arrange and deliver repairs to the house, in partnership with the Head of Farm and Estates Manager;
- Providing management and support to the team of housekeepers at Jamie's Farm Hereford, and recruiting and co-ordinating any ad hoc cleaning support;
- Overseeing any necessary training required for housekeepers, ensuring that high standards of cleaning are met;
- Managing the supply of housekeeping and cleaning products;
- Ensuring daily and weekly duties are signed off for accordingly.

Managing all house lets at the Hereford Farm, including:

- Monitoring bookings and ensure they meet our guidelines to book the property;
- Managing the Airbnb platform for the farm with the guidance of the House Lets Co Ordinator;
- Good IT skills – must be able to use a mobile phone and computer to be able to use the Airbnb platform;
- Good and prompt communication with the guests, before, during and after their stay;
- Ensuring the house is ready for guests' arrival and presented to a high standard so we can maintain our 5\* Super host status;
- Welcoming guests on site or arranging access to the property;
- Being available whilst guests are on site to answer any issues and be able to return to the farm if required;
- A full induction and ongoing support will be given for this role;
- Regular communication with the House Lets Coordinator.

This position will require flexibility and the willingness to work unsociable hours, including some weekend and evening work as required.



## Experience, Qualities and Skills:

- Extensive experience of housekeeping (Essential);
- Clear passion for the work Jamie's Farm does and the need to support young people in the way that we do (Essential);
- Experience of supporting the needs of diverse groups of young people (Desirable);
- Experience of managing bookings via an online platform such as AirBnB (Desirable);
- Experience of managing a team of self-employed people (Desirable);
- Experience of working in a farm setting (Desirable).

## Hours and compensation:

This role is compensated at a rate of £14.50 per hour.

The role will be for a minimum of 10 hours per week on-site, including approximately 4 hours on Mondays and 6 hours on Fridays.

The role also entails responding to messages via the AirBnB app/platform within one hour of them being sent. This part of the role can be done from home or remotely and takes approximately 1 hour per day.

The role entails very occasional weekend work.

These hours can be flexible around personal arrangements (to be discussed at interview).

## Benefits:

- Free lunch on site during full working days
- Welcoming, vibrant team environment within a dynamic organisation





## To Apply:

At Jamie's Farm, we recognise the importance of diversity and representation in our workforce, and as such are eager to encourage applications from candidates who are currently underrepresented in our organisation.

Please complete the Application and Equal Opportunities Form by 01.09.2023 and send to [recruitment@jamiesfarm.org.uk](mailto:recruitment@jamiesfarm.org.uk)

Instead of the supporting statement, if you would prefer to submit a video application please send a link to this to [recruitment@jamiesfarm.org.uk](mailto:recruitment@jamiesfarm.org.uk)

## Timeline:

- Deadline for applications: 5pm, Friday 1<sup>st</sup> September 2023
- Interview: Week beginning 11<sup>th</sup> September 2023
- Notification of decision: Week beginning 18<sup>th</sup> September 2023



## Start date:

Monday 25<sup>th</sup> September 2023 (unless mutually agreed otherwise)

*Due to the nature of our work with young people, on acceptance of offer all Jamie's Farm employees are subject to an enhanced DBS check in accordance with our Safeguarding Policy. We will carry out an online search as part of our due diligence on all shortlisted candidates to identify any publicly available incidents and instances that we may wish to explore further at interview. It is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children.*

To discuss any aspect of this role further or for an informal chat about working at the farm, please contact Dave Pearson-Smith, Head of Farm, who will be more than happy to answer any question you might have:

[davepearsonsmith@jamiesfarm.org.uk](mailto:davepearsonsmith@jamiesfarm.org.uk)

07900 481896