



# Jamie's Farm Recruitment pack

**Job title**

Systems Coordinator (Maternity Cover, PT)

**Salary**

Pay band: £27,983 - £35,000 pro rata, dependent on experience

**Location**

Hill House Farm, Ditteridge, Box, SN13 8QA  
(but with some homeworking)

**Reports to**

Head of Operations

**Application deadline**

Tuesday 9<sup>th</sup> September (end of day)

**Direct reports**

None

**Interview dates**

w/c 15<sup>th</sup> September

**Start date**

w/c 20<sup>th</sup> October, or as soon as available

**Part Time**

0.8 FTE / 4 days per week  
12 month fixed term contract



**We're a charity  
equipping  
young people  
to thrive**

“

**A single opportunity,**

**belief and support...**

**that's all it took**

**to change**

**my life**



## About Jamie's Farm

### Our vision

**Vulnerable children nationwide will be better equipped to thrive during their secondary school years and beyond.**

**5 children**

in a classroom of

**30**

are likely to have a mental health problem▼

**Only 43%**

of disadvantaged pupils reach the 'expected standard' in reading, writing and maths\*

**1.6 million**

pupils were persistently absent during the 2021/22 academic year■

### Our mission

**We exist to transform the lives of young people who aren't thriving at school or home, through our unique residential programme built around our core elements of Farming, Family, Therapy and Legacy.**

We also aim to influence the education system by enabling systemic change through spreading our approach. We do this by training teachers and other professionals in multiple sectors to engage more effectively with young people in their care, as well as informing and supporting parents and society at large to enable all young people to thrive.



## Charity overview

At Jamie's Farm we believe in the innate potential and good in every young person, no matter their background or life experiences. Our programme offers a preventative solution to empower young people to change course. Small groups of young people are immersed into farm life during a 5-day residential, or series of day visits, tackling real jobs with tangible outcomes, within a supportive family environment; this encourages cooperation, boosts self-esteem and builds positive relationships. A visit to Jamie's Farm does not end when young people leave; our legacy strand ensures we work in partnership with all our schools to ensure impact lasts.

Since our inception in 2009 we have experienced significant growth, expanding from one Farm to five and supporting more than 17,000 young people across England and Wales. We have an ambitious strategic plan over the coming years, including opening two more residential Farms in the next two years, improving the practice of education professionals and becoming a leading voice in advocating for the needs of young people which are ever-growing in the face of today's societal challenges.



### Discover more on our socials

-  [jamies\\_farm](#)
-  [Jamie's Farm](#)
-  [JamiesFarm](#)
-  [cultivatingchangeuk](#)

## Our values

Our values guide everything we do at Jamie's Farm. We seek to ensure that even as the charity grows, we are able to maintain the unique culture that we have established across our farms – a culture that is based on an optimistic can-do spirit, and which supports and challenges us to be the best of ourselves.



## Farm overview

### Jamie's Farm Bath (HQ)

Located just outside the historic city of Bath, Hill House Farm is the heart of Jamie's Farm, serving as our first permanent home and the central hub of our operations. Situated close to the family residence of our founders, Jamie and Tish Feilden, where our pilot programs initially began, Hill House Farm benefits from strong relationships with local farmers, organisations, and the wider community.

Our headquarters office and operations team are based in the loft of a beautifully converted barn, offering a unique and inspiring workspace. The team shares the farm environment with the Delivery team, visiting staff, and young people who come to the farm. The site boasts a variety of livestock, expansive green spaces, and a produce garden, creating a truly unique workspace.

Additionally, Hill House Farm is surrounded by picturesque walking routes and footpaths, providing the perfect setting for refreshing lunchtime walks. Our location not only enhances the work experience but provides the perfect setting for our welcoming community.



#### Meet the HQ team



#### **Where this role is:**

Hill House Farm  
Ditteridge  
Box  
SN13 8QA



## Our community

At the heart of our charity lies a vibrant community spirit, embodied by our dedicated team. We take immense pride in fostering a strong sense of camaraderie that transcends the seven locations we operate in England and Wales. Despite geographical spread, we remain steadfast in our commitment to unity, coming together as one cohesive team throughout the year. The celebrations at our staff parties and annual away days to the Brecon Beacons stand out as cherished highlights on our calendar, illustrating the bonds that make our charity a thriving community.



## Training and development

We aspire to be a catalyst for personal and professional growth. Central to this is our commitment to the continuous training and development of all our team members. We proactively evaluate and refine our initiatives. Our annual performance reviews play a pivotal role in identifying areas where team members may seek development opportunities. We actively encourage our staff to take ownership of their roles, enabling a culture of creativity that empowers both individual progression and collective advancement.



## Pay and progression

Jamie's Farm maintains a transparent pay banding structure that ensures payment is aligned with the responsibilities outlined in each role. Progression within these bands is determined by factors such as tenure, assumption of additional responsibilities, outstanding performance, and the attainment of additional qualifications. Furthermore, our salary band structures undergo an annual review through market benchmarking and inflation, allowing us to stay responsive to industry standards and adjust as needed.

## Diversity, Equity & Inclusion

At Jamie's Farm, our commitment is for everyone to thrive, irrespective of their background. The cornerstone of this commitment is our dedicated work on Diversity, Equity and Inclusion (DEI). In line with this commitment, we have recently established a DEI committee and forged a partnership with a DEI consultant. Together, we are diligently working to fortify our practices in this area, ensuring Jamie's Farm is not only a welcoming space but an inclusive environment where everyone can contribute, work and find enjoyment without barriers.



## Sustainability

Jamie's Farm understands the interconnectedness of climate change and environmental crisis. With this awareness, we acknowledge our responsibility to diminish our carbon and environmental footprints, positioning ourselves as a conscientious and responsible charity. Following a comprehensive carbon audit, we are actively implementing measures to mitigate the impact of our operations. In the coming years, we are committed to the installation of energy-saving technologies across our farms, exemplifying our dedication to sustainability.

We are passionate about embracing regenerative farming methods and employing a diverse range of sustainable agriculture techniques. These practices not only contribute to reducing our ecological impact but also create environments where wildlife can flourish. Through these initiatives, we strive to be an example for positive environmental change within our community and beyond.



# About the role

## Overview

This is a part-time maternity cover position offered on a 12-month fixed-term contract. The successful candidate will be based at Jamie's Farm Bath, with the flexibility to work from home some of the week. You'll be part of our HQ team, working closely with colleagues across departments to ensure our systems, particularly our CRM system Salesforce, are running smoothly, integrated effectively, and used to their full potential.

Jamie's Farm is entering an exciting phase of growth, with increasing demand for our programmes and a strategic focus on expanding our reach and impact. As Systems Coordinator, you'll play a vital behind-the-scenes role in enabling this growth by ensuring our digital infrastructure supports efficient, data-driven decision-making across the charity.

You'll manage and develop our CRM system, support staff with training and troubleshooting, and oversee our KPI dashboards to ensure transparent reporting. You'll also help assess and implement new IT systems, including exploring how AI can be used effectively to enhance our efficiency and impact.

This role is ideal for someone who enjoys working collaboratively, has a keen eye for detail, and is passionate about using systems and data to support meaningful change. You'll be joining a friendly, values-driven team in a beautiful farm setting, with the opportunity to contribute to a mission that transforms young lives.





# About the role

The Systems Coordinator role is based within the Operations team. They will work closely with members across the Operations and Delivery teams to ensure our data systems and processes work smoothly and support data-driven decision making.

## this role



### Operations

Our programme wouldn't be possible without a hive of hidden activity. Our Operations team look after our fundraising, communications, IT, finance, Impact measurement, house lets and business development. They ensure the smooth running of the charity, securing our future financially and spreading our message. Although not directly working with young people, there are opportunities to support on delivery when we have larger groups staying. All staff are encouraged to spend a week immersed in the programme at the start of their employment too.



### Delivery

Our Delivery teams are made up of people with a wealth of experience from a variety of backgrounds. We have ex-teachers, carpenters, farmers, therapists and social workers...the list goes on! Every week they welcome our visiting young people, working alongside them, modelling relationships and supporting them in the daily tasks whilst enabling them to see themselves differently. Labels and preconceptions are left at the farm gates. The farm is a fresh start and our delivery teams are paramount in making the experience a transformative one.



### Farming

Farming is at the heart of all we do. The purposeful nature of our farming activities in the beauty of these rural environments is the catalyst for the transformation we see in the young people that visit. We pride ourselves on the stewardship of our land, in the careful nurturing of our animals, in seeing the sense of purpose and satisfaction our visitors get from hard work, and in ensuring our farming enterprises are good for business. Our Farm Managers drive this crucial strand of our work forward.



### Housekeeping

Our farmhouses and indoor spaces are purposely homely, cosy and inviting. We stay away from the institutional décor and set-up of schools and other residential trips. We have bedrooms instead of dormitories, large tables to sit together for all meals, comfy sofas and toasty fires. Ensuring our spaces are looked after and a welcoming space is made possible by our dedicated team of housekeepers. Not only is this critical for the day-to-day running of our programme, but this team is also essential for our house lets business – securing significant funds to support the charity.



# Main responsibilities

Responsibilities include, but are not limited to:

## Management of Salesforce CRM system

Enabling Salesforce to be used to its full potential in multiple teams across Jamie's Farm, including fundraising, business development, finance and delivery. Further develop Salesforce so that reports derived from its data can drive good decision making across the charity.

- Ensuring the smooth running of Salesforce, our CRM database.
- Supporting teams to use Salesforce confidently and correctly, offering guidance, training and troubleshooting any issues that arise;
- Managing the work of an external agency, who can provide more technical assistance where required;
- Supporting the Senior Impact Manager to produce reports for the Leadership Team, Trustees, fundraising applications and monitoring & evaluation;
- Manage and develop our KPI dashboards, so they provide relevant, timely and accurate data to aid decision making;
- Developing the Salesforce platform to ensure we're getting the maximum possible value from it;
- Champion good data habits, helping teams understand the importance of entering and maintaining high-quality, consistent information in Salesforce.

## Other IT Systems

- Work closely with the Head of Operations to identify and implement new IT systems which will aid the work of the charity.
- Assess the impact of Artificial Intelligence on Jamie's Farm and how it can be used to the charity's advantage.
- Support colleagues across the charity to use AI effectively and safely in their roles.
- Help ensure we get maximum value from the systems we use by periodically reviewing their use and implementing improvements.
- Ensuring that our various systems work in harmony and manual input is minimised wherever possible.
- Provide support and training to Jamie's Farm staff as and when required.

## Other responsibilities

- Supporting the Senior Impact Manager with named projects and collaborations where appropriate, including the Outdoor Weeks of Learning (OWL) collaboration.

# Experience and skills

- Experience of Salesforce or other CRM system **(essential)**;
- Experience of working with data management systems **(desirable)**;
- Proven ability to work with different colleagues and teams to provide training, support and guidance in systems they are not experts in;
- Good communication skills, with experience of writing reports;
- Proven ability to work to a high standard with an eye for detail, working to deadlines and managing multiple projects simultaneously;
- Empathy with the Jamie's Farm vision, mission and methodology with an eagerness to help spread our unique approach and increase our profile;

## What we offer

- Competitive salary, dependent on experience;
- A beautiful and unique working environment;
- All lunches provided and enjoyed with the team when working on-site;
- Flexible working offered with optional work from home days;
- 35 days annual leave (including bank holidays);
- A generous Pension Contribution;
- Opportunity to be an integral part of a dynamic and supportive team culture and contribute to the growth of a dynamic, values-driven 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 via our website **by the end the day on Tuesday 9<sup>th</sup> September** and send to **[recruitment@jamiesfarm.org.uk](mailto:recruitment@jamiesfarm.org.uk)**.

If you'd prefer to submit a video application rather than a written application, please send a link to the video to [recruitment@jamiesfarm.org.uk](mailto:recruitment@jamiesfarm.org.uk).

References will be taken for all shortlisted candidates.

## Timeline

- Closing date: **Tues 9<sup>th</sup> September (end of day)**
- Shortlisting: **10<sup>th</sup> & 11<sup>th</sup> September**
- Interviews: **W/c 15<sup>th</sup> September**
- Start date: **W/c 20<sup>th</sup> October or as soon as available**

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 the interview. It is an offence to apply for this role if the applicant is barred from engaging in a regulated activity relevant to children.





**“I love the variety of working at Jamie's Farm. I work with animals, young people from all walks of life, visiting staff and my fantastic team, and all of them bring something uniquely rich to my working day.”**

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