

BATH CITY FARM



Job title: People and Office Manager
Hours of work: 22.5 hours per week
Contract: Permanent
Pay band: 2A
Responsible to: Line managed by the Director
Responsible for: Line management of staff and volunteers, which currently includes the Finance & Purchasing Administrator and Office Key Volunteer.

About us:

Situated on a beautiful 37-acre site, Bath City Farm is a charitable organisation, providing education, training and therapeutic activities to disadvantaged people in the local community, as well as a free-to-access visitor attraction for families and children.

Our mission is to build a strong, healthy and caring community by engaging local people with nature and farming. Our goals are to enable the development of skills and confidence, improve mental, physical and social wellbeing, and inspire environmental awareness. We aim to increase community engagement, offer a rewarding visitor experience, and educate people on farming, animal welfare and food production.

Farm's core values:

- **Inclusivity and diversity:** our farm community is drawn from a wide range of different backgrounds and we promote a culture of respect for all.
- **Protecting the natural environment:** we work to increase biodiversity and promote environmental sustainability in all our activities and choices.
- **Valuing individuals:** we believe that each individual has unique gifts and talents, and we constantly look for ways to help them fulfil their potential.
- **Affordability:** as a founding principle, we believe it is essential that the Farm remains free for all to access, and we strive to provide goods and services that are free or affordable to the community.

Overall purpose of the job:

The People and Office Manager will be responsible for ensuring a high-quality experience and working environment for all staff at Bath City Farm. This involves embedding the charity values and supporting individuals to work at their optimum performance. The Farm is a large site with many complex services, so staff need quality systems and procedures to be able to deliver their roles to a high standard.

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Goals for the first year:

- Review the induction process for all new staff.
- Review the employee handbook, policies and procedures and make sure it is up to date.
- Operationalise our new Breathe HR system.
- Deliver the bi-annual staff wellbeing survey.
- Review performance management, including 1-2-1s, appraisals and development plans for employees.
- Improve internal communications systems, ensuring that there is accountability and transparency in planning and decision making.
- Implement a new hybrid working policy, ensuring that the Farm offers flexibility whilst ensuring maximum productivity.
- Carry out an organisation-wide salary review using the Farm's job ranking scheme.
- Review all IT systems, to ensure that staff have the equipment and technical support they need to thrive in their roles.

HR responsibilities

- Lead and support the Staff Team with all day-to-day HR matters including contracts, payroll, training, leave and any other HR related queries.
- Manage all employment contracts, ensuring safe storage on personal files for future reference.
- Issue notice in relation to all fixed term contracts.
- Liaise with the external HR Consultant in relation to redundancy and disciplinary matters.
- Support the Director in the recruitment of staff by advertising & promoting vacancies, managing prospective applicants' enquiries and applications, arranging interviews, and overseeing the process of onboarding new staff members.
- Work with the Director and Strategic Leadership Team to identify and arrange relevant staff training, as well as helping to plan and coordinate team days and socials.
- Oversee the payroll process by gathering and collating staff hours data for presentation to the Farm's accountants, to enable the timely and accurate running of the monthly payroll.
- Ensure that the Farm's use of HR Breathe web-based software, is effective and staff details are kept up to date.
- Ensure all Farm policies and procedures for all forms of leave, including Annual leave, Time in lieu, Sickness absence, Compassionate leave, Maternity/ Paternity leave are available, keeping accurate records and ensuring all staff complete the necessary paperwork.
- Help manage the Farm's pension scheme by responding to employees' queries, distributing information to staff and acting on any requests from the Farm's accountants or the NEST pension provider.

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- Work with the Director and other lead roles to ensure the organisation's policies and procedures, including the Employee Handbook and Code of Conduct and GDPR legislation are kept up to date and adhered to.

Office responsibilities

- Oversee the smooth day-to-day running of the Office, working with the Finance & Purchasing Administrator focusing particularly on payment and income recovery through invoicing, financial reporting, purchasing of essential site supplies, administration of room hires, insurance and membership renewals.
- Systematically improve office systems and processes to ensure continuous improvement and increase efficiency, particularly through better use of IT, moving paper-based systems online where possible.
- Liaise with our external IT support company to ensure smooth running of the Farm's IT systems, and to work with the external company to identify cost effective improvements to IT and office systems. Also ensure that office systems work well for staff working from home.
- This role is responsible for ensuring that accurate people statistics are gathered and recorded in order to fulfil responsibilities to funders and other stakeholders.
- Make sure the office is a safe, tidy and efficient environment for all users.

Leadership and management responsibilities

- This role will be part of the Strategic Management Team and will lead on a strategic level in all matters relating to People and the working environment.
- Manage some staff, including providing regular individual supervisions and annual performance appraisals.
- Manage and supervise Office Key Volunteers.
- Deputise for the Director as and when necessary, and work with the staff team to ensure the smooth running of the Farm's day-to-day activities and operations.
- Work with other members of the Strategic Leadership Team to ensure the smooth running of the Farm and clearly defined decision-making processes.
- Participate and contribute to appropriate working groups e.g., Safeguarding, Equality, Diversity and Inclusion.

Communications and relationships responsibilities

- To represent the Farm to the public, external stakeholders and suppliers, and develop effective working relationships.
- To build strong trusted relationships with the staff team, collaborating and communicating well with all employees to support their HR needs.
- To work collaboratively with the Administration Team to ensure the smooth and efficient running of the Office.

Fundraising, income generation and social enterprise responsibilities

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- Take an active role in enhancing the Farm's social enterprise ventures to support and enhance income generation activities.
- Support the staff team in the running of community events and school visits, ensuring all recruitment is in accordance with safer recruitment.

Problem solving and autonomy

- Develop and enhance reporting/recording systems for core HR activities, including recruitment, employee contracts, payroll, and leave.
- Develop and enhance systems to ensure all office and HR processes involving personal data are dealt with in an effective, accurate and timely manner, in line with HR data protection legislation.
- Enhance the administration and operational systems to ensure effective communication between the staff team and supporting the smooth running of the Farm.

Other key job elements or requirements to note

- Support the Director in the preparation of financial reports in connection with the funding of staff salaries/pension & NI contributions.
- Work within agreed policies and procedures, and help create and develop high standards of practice on the Farm.
- Carry out specific projects as required by the Farm.

Person specification

Experience

- Experience of working in a People role, responsible for HR.
- Experience of working in a team, with responsibility for line-managing and supporting staff.
- Experience of developing and maintaining effective administrative systems.
- Experience liaising with IT specialist support staff.
- Experience supporting disadvantaged groups and individuals in a community setting.

Competence, Knowledge and Skills

- Excellent knowledge and skills in relation to team working, people management and conflict resolution.
- Good knowledge of HR practices and legislation.
- Good knowledge of a wide range of policies and procedures, including data protection, health and safety law and safeguarding.
- Excellent knowledge of office systems, including financial and data reporting.

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- Excellent IT skills in a range of different programs such as, HR software, cloud-based storage, Office 365 desirable
- Excellent written and verbal communication skills.
- Skilled with spreadsheets and processing numerical data.
- Knowledge of city farms and how they operate desirable.
- Understanding of the issues faced by people living in disadvantaged communities.
- Knowledge of Safeguarding policies and procedures.

Personal Qualities

- Calm and measured manner, with the ability to communicate diplomatically and build trust and respect with a wide range of people.
- The ability to maintain a professional attitude and boundaries whilst working with the staff team, stakeholders, volunteers and the management committee.
- Self-motivated, able to work unsupervised, to take initiative and to meet deadlines.
- Highly organised with good time management.
- An ability to work as part of a small team.
- Resilient and adaptable in a changing working environment, and the ability to work confidently and flexibly through periods of change.
- Commitment to the values and vision of the farm.
- A non-judgmental attitude.
- Excellent problem solver and autonomous worker