



VOLUNTEER ROLE DESCRIPTION

Role: Front of House Volunteer

HOURS	Sessions are available Tuesday to Sunday AM 09:45-13:30, PM 12:45-16:30
FREQUENCY	Ideally one half day a week for a minimum of three months. Please contact us if you are interested in a different frequency.
REPORTS TO	Visitor Experience Manager
REPORTING TO THIS POSITION	N/A

ABOUT DEEN CITY FARM

Deen City Farm is an urban farm with an educational focus in the heart of the London Borough of Merton. We teach the local community about the rural environment and where their food comes from. We have an active Volunteering programme as well as a Riding School offering affordable lessons to the local community. We are a registered charity, supported by Merton Council, and rely upon donations from visitors and the local community to help us carry out our work.

DUTIES & RESPONSIBILITIES

- Welcoming visitors to the Farm & Riding School
- Help to provide a safe place for visitors to enjoy the peace and splendour of a rural environment.
- Help to manage visitor flow and admission to the site.
- Wayfinding: give accurate directions and information to visitors about the farm and activities.
- Upsell any activities, events, specials we have happening during the day.
- Facilitate the sale of animal feed, activities, events & retail items.
- Re-stock the shop.
- Keep shop and gate kiosk clean and welcoming.
- To answer any questions visitors might have about the Farm & Riding School and to direct enquiries to an appropriate member of staff if necessary.

PERSONAL SPECIFICATION

- Trustworthy and reliable
- High level of punctuality and reliability.
- Have a good degree of fitness and happy to work outdoors
- Have an interest in animals, farming, or wildlife.
- Ability to communicate with all visitors in a clear and friendly manner.
- Cash handling and/or till operation experience is desirable
- Aged 18 years and above.

HOW TO APPLY

Please fill in the [online applications form](#).