

Sanctuary Worker/Groom -



SpainBand/Grade: B

Responsible to: Farm Manager or Farm Supervisor

Overall Purpose

To provide care and rehabilitation for animals; maintain the buildings and surrounding area.. Engage with members of the public and visitors to the Charity to support their visitor experience.

Main Duties and Responsibilities

- Provide care by routine checking, feeding, mucking out, medicating, grooming, weighing, worming and training the resident animals.
- Provide care by operating machinery, mucking out, feeding and bedding up of barns and stables and distributing hay, haylage and bagged feedstuffs;
- Act as an ambassador for the Charity by acquiring a good knowledge of Sanctuary Corazón Verde and the work of the Charity worldwide to positively engage with visitors and members of the public by providing appropriate and accurate information to enhance the visitor experience whilst at Sanctuary Corazón Verde;
- Maintain the farm by sweeping, pressure washing, cleaning, field sweeping, strimming, compost management and dirty water control (where applicable);
- Support the Farm Manager/Farm Supervisor in maintaining a safe working environment by using risk assessments, following health and safety regulations and maintaining farm security; communicate this positively to visitors to minimise risk of accident and injury;
- Maintain up to date manual records for the animals, farming practices, holidays and overtime including the Self-Serve System (where available);
- Support volunteers and work experience students, treating them in a friendly, respectful manner and take every opportunity to provide excellent customer service to all departments and visitors to the Charity;
- Communicate effectively on a daily basis with the Farm Manager or Farm Supervisor on matters such as animals health, feeding regimes, land management and liaise with other colleagues to facilitate the smooth running of the farms;
- Carry out any other reasonable duty as required.

Additional Duties

- Take an active role in supporting Charity events and speaking to members of the public in order to promote the organisation worldwide;
- Work extra hours as required to provide cover for the animals
- Provide animal behaviour training and handling;
- Ensure that individual animal signage is updated and displayed for visitors;
- Speak to the public, giving advice and attending promotional events (applicable to all farms) ;
- Conduct talks and tours to schools and the public as part of organised visits;
- Work in the shop when required;
- Prepare animals for the foster scheme;
- Assist the Farm Manager with Holding Base requirements as necessary;
- Collect supplies and equipment and carry out airport runs when required;
- Assist with animals collections.

Responsibilities of all Charity Employees

- Behave in a polite, compassionate and courteous manner to colleagues and supporters at all times and take every opportunity to provide excellent customer service;
- Use appropriate language and tone when communicating with others, whatever form of communication is being used;
- Behave with integrity and honesty;

- Demonstrate a positive attitude to working with others and show consideration in all situations;
- Achieve good time keeping and good levels of attendance to support self, team and the Charity in achieving good performance;
- Respect the contribution of others within the Charity;
- Demonstrate sharing of knowledge and good practice to facilitate collaborative working;
- Have a positive and proactive attitude toward achieving the Charity aims and objectives, at all times;
- Take due care when working and act responsibly for own health and safety and that of others, following appropriate health and safety standards;
- Demonstrate a commitment to continuing personal development;
- Take every opportunity to act as an ambassador for the Charity and its subsidiaries, promoting its work at all times.

Communication Links

Internal:

Farm Manager – daily exchange of information

Other employees – daily exchange of information

Other departments – Vets, Welfare, Admin, Country Manager, Head of Operations – Continental Europe, European Welfare and Admin Manager, Human Resources and Health and Safety Dept – sick animals, foster, new arrivals, supplies, repairs, breakdowns and staff welfare.

External:

Visitors – welcoming and ensuring their safety whilst on the farm

Volunteers and work experience students – supporting them whilst on the farm

Contract Vets and Farriers.

Hours

40 hours per week basic plus additional hours as required when animals are sick, for haymaking and for open days and fundraising. Farm worker/Grooms are also expected to work additional hours to cover the care of the donkeys at weekends as part of a rolling week rota.

Location

There may be occasions when you may be requested to work at another location considered reasonable by the Charity.

accommodation

Because we are in a small and beautiful mountain village where there are no shops or hotels, we offer you the possibility of renting a room with other Erasmus people closer to the Sanctuary with kitchen, bathroom and internet access and a gym (see photos below) for 250 euros per month (internet, water and electricity included). Of course you can look for another place to live if you wish, although unfortunately there are no lodgings in the town.

The Sanctuary is located in Lerga, a small and beautiful town in the north of Spain where there are no shops or restaurants. It is on a mountain in the middle of nature and does not have public transport, so to visit the area we will travel with those responsible for the Sanctuary. The food will always be vegan.

You will have a tutor who will help you throughout the accommodation process and upon arrival you will be given work equipment (clothes, gloves and boots). remind you that no financial compensation is received in this volunteering

We have been working with volunteers from all over the world for 7 years and that is why we are sure that your experience will be incredible.



Person Specification

Knowledge and Skills:

Essential:

- Able to demonstrate previous animal husbandry experience;
- Able to demonstrate good communication skills;
- Able to demonstrate excellent customer service skills; which includes experience of dealing with enquiries and complaints from supporters/members of the public;
- Physical fitness (the ability to lift, for example, a bag of feed approx. 20 kg);
- Willing to undertake work related training as required;
- Full current valid driving licence.

Desirable:

- Able to demonstrate previous animal experience;
- Second Language preferably local and English;
- IT skills;

Personal Attributes:

- Friendly and respectful manner;
- Polite, compassionate and courteous;
- Able to work as part of a team;
- Able to demonstrate the ability to establish, build and maintain successful relationships with staff and supporters;
- Takes every opportunity to provide excellent customer service;
- Willing to work outside in adverse weather conditions;
- Able to present a positive professional image of the Charity and its subsidiaries at all times.

Note

To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with you and confirmed in writing.

