



the best of care

You make the difference.

Farm Customer Service Lead

● Easter Anguston Farm, Peterculter ● Full-Time



careers.vsa.org.uk



Welcome

We are currently seeking a Farm Customer Service Lead for Easter Anguston Farm - one of VSA's most treasured assets and a key part of our transformation strategy.

This is a rare opportunity to join a dynamic, values led charity in a hands-on operational role where community, purpose, and enterprise come together.

VSA is a 155-year-old independent social care charity based in the North East of Scotland. We provide a wide range of essential services that support older people, children and families, individuals with mental health and neurodiversity needs, as well as over 2,000 unpaid carers.

Our mission is to provide the best of care and support, to enable the community to fulfil its potential.

Easter Anguston Farm is more than just a farm; it's a destination in the making. A 90-acre, inclusive, therapeutic and family-friendly space with ambitious plans for growth, community engagement, and environmental stewardship. We're creating something special with and for the people of Aberdeen and Aberdeenshire, and we need the right person to help deliver that vision on site.



The role...

Farm Customer Service Lead

Reporting directly to the Commercial Manager, the Farm Customer Service Lead will be responsible for ensuring that the farm is public-ready, welcoming, and safely managed on a daily basis.

You will oversee the practical operation of the site, including managing a team of 20+ volunteers and coordinating activities to support a high-quality visitor experience.

This role also plays a critical part in ensuring cohesion between the three on-site teams - commercial, therapeutic care, and compliance/site maintenance - helping all teams work collaboratively and efficiently.

This position is ideal for someone who thrives in a busy, public facing environment and has excellent organisational skills, attention to detail, and a passion for creating positive, inclusive spaces. Your management will help ensure that commercial activities complement and enhance our therapeutic aims, while safeguarding the integrity of the farm as a community centred space.

It's a role that offers practical variety, people interaction, and the chance to be part of something meaningful and impactful.

Purpose of Role

The Farm Customer Service Lead will be responsible for the smooth, day-to-day running of Easter Anguston Farm, ensuring it is a safe, well-presented, and welcoming public destination.

This role supports the delivery of VSA's values-led commercial strategy by managing site activity, coordinating volunteers, and serving as the key operational link between commercial, therapeutic care, and site compliance teams.

The postholder will help maintain the farm as a vital, inclusive space for the community, supporting both income generation and therapeutic outcomes.

Salary:
£32,397 per annum

Hours:
35 per week with on-site working required Friday to Sunday, and two additional flexible days during the week

Location:
Easter Anguston Farm, Peterculter, Aberdeen

Key Responsibilities

- Ensure the farm is public-ready and welcoming at all times, including weekends and holiday periods.
- Oversee the practical operation of the farm Friday - Sunday and two additional flexible weekdays, acting as the main on-site contact during weekends.
- Act as the key link between the commercial, therapeutic care, and site maintenance/compliance teams, ensuring cohesive and collaborative working across the site.
- Take responsibility for site readiness and presentation, including opening and closing procedures, coordinating with site maintenance staff as required.
- Monitor visitor safety and act as the designated first aider on site; take appropriate action in response to incidents and make informed decisions regarding site closure if necessary.
- Manage and oversee the farm shop operations alongside the Commercial Manager, working closely with volunteers who staff the shop.
- Supervise and support over 20+ volunteers, maintaining a visible and approachable presence on site.
- Coordinate volunteer rotas in collaboration with lead volunteers, and act as the primary point of contact for volunteer queries, issues, or emergency absences.
- Support the commercial manager and delivery of the commercial business plan through effective operational management and feedback from on-the-ground activity.
- Ensure compliance with VSA's health and safety protocols, safeguarding practices, and public liability standards.
- Lead in the production of on-site events for VSA, Corporate Clients, Community Groups or general public.
- Be an extra pair of hands and support for BDML wider events such as fundraising balls and galas.
- Contribute to a welcoming, inclusive visitor experience that reflects VSA's values and mission.

About you...

	Skills, Knowledge & Experience	Values & Cultural Fit	Qualifications
Essential	<ul style="list-style-type: none"> • Experience in a public-facing, operational or facilities role. • Strong organisational and time management skills. • Excellent interpersonal skills and a calm, problem-solving mindset. • Experience managing or coordinating volunteers or staff. • Ability to work independently and manage competing demands. • Knowledge of health and safety procedures and visitor safety management. • Comfortable making operational decisions and taking charge in unexpected situations. 	<ul style="list-style-type: none"> • Passionate about inclusive community engagement and public service. • Aligned with VSA's 'profit for purpose' model and therapeutic values. • Collaborative and respectful of diverse teams and stakeholders. • Reliable, self-motivated, and adaptable. • Committed to the long-term development of Easter Anguston Farm as a social and commercial destination. • Happy to support the wider BDML remit and be a valued team player. 	<ul style="list-style-type: none"> • Valid First Aid at Work qualification (or willingness to complete before starting)
Desirable	<ul style="list-style-type: none"> • Knowledge of commercial or community enterprise settings. • Experience in retail, farm shop, or small business environments. • Familiarity with rural, outdoor, or therapeutic environments. • Previous experience working with vulnerable groups or community-focused services. 		<ul style="list-style-type: none"> • Relevant vocational training in health and safety, facilities management, or customer service • Driver's licence (due to rural location)



Are you ready to make a difference?

If you are excited about the prospect of taking on this challenge and making a real difference, we would love to hear from you.

To apply for this role, please submit a CV and covering letter to:
recruitment@vsa.org.uk

Alternatively, you can apply via our dedicated careers website:
careers.vsa.org.uk





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