

Alpacaly Ever After CIC

## Job Description

### ALPACALY TEAM MEMBER AND TREKKING GUIDE

Responsible to: Alpacaly Team Directors Terry, Emma, Ruby and J.

Grade: Starting wage £9.50 per hour, salary to be agreed after 3 month trial

Part time and full time options available.

Closing Date for applications: 30th May 2021

Start Date: Summer 2021



### Our mission is...

- **To provide the alpacas and llamas in our care with the best possible lives and the utmost care.**
- **To offer a welcoming new home for life, for unwanted alpacas and llamas from all over the UK.**
- **To provide people with hugely enjoyable and unique alpaca experiences that are accessible to all.**
- **To immerse our guests in the beauty of the Lake District World Heritage Site and to introduce the mental and physical benefits of time spent in nature and outdoor activities to a new generation of diverse visitors.**
- **To share our knowledge about a fascinating species.**
- **To be an innovative and environmentally conscious enterprise.**
- **To design and make delightful, ethical and sustainable products that promote alpacas and their yarn.**

### OVERALL PURPOSE

- To actively work towards delivering our mission statement at all times.
- To deliver guided alpaca and llama walks and Meet the Alpacas activities to the highest possible standard, meeting the needs of all participants and facilitating the best possible experience.
- To ensure animal welfare is an absolute priority at all times.

### KEY RESPONSIBILITIES

1. Lead groups of participants with up to 12 alpacas/llamas on guided walks around our designated sites on a variety of terrain, ensuring the safety of all animals and participants

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Registered in England and Wales Company Number 11000914

Registered Office: The Studio, Braithwaite Farm, Keswick, Cumbria, CA12 5RY

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on the walk, and support other team members with large parties (over 8 alpacas over 4 llamas).

2. Maintain a positive, professional, customer focussed attitude at all times.
3. Work with the Alpacaly Team Supervisor and Alpacaly Directors to ensure the content of guided walks is informative, entertaining and factually correct.
4. Liaise with participants on the day of walks via mobile phone about arrival times and logistics, collect and maintain relevant equipment from the Company Unit at the start of the working day and return it at the end of the day.
5. Deliver 'Meet the Alpacas' sessions for up to 30 participants, ensuring animal and participant safety at all times.
6. Assist in field upkeep, site maintenance and general animal care.
7. Get to know the alpacas and llamas (they won't give you much choice about that!)
8. Ensure the husbandry routines and general health of the animals are maintained to a high standard through acute observation and interaction.
9. Check the health and wellbeing of animals on the site and promptly report and record any changes observed.
10. Use any relevant equipment as instructed and check that it is safe, secure and up to standard, reporting any issues to the management.
11. Monitor levels of stock and provisions and liaise with management over re-ordering.
12. Comply with Health & Safety, and all other Company Policies and Procedures, at all times.
13. Carry out administrative and organisational tasks in your particular area of expertise as requested by the Directors.
14. Show commitment towards training opportunities provided by and through Alpacaly Ever After.
15. Ensure presentable appearance at all times, wearing any uniform provided by the Company.
16. Carry out appropriate duties as requested by the Alpacaly Team Supervisor or Directors.

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17. Maintain a good level of fitness as you will be required to walk up to 8 miles per day and be able to carry out physically strenuous tasks including carrying up to 25kg.

WE NEED YOU TO HAVE:

- Some previous experience with animals and ideally a love of alpaca's and llama's.
- Customer skills and experience with dealing with large groups, and people with a range of personal needs.
- Excellent interpersonal and communication skills to ensure our social enterprise company is represented in a positive and professional manner at all times.
- The ability and experience to be happy outside in all weather.
- Excellent levels of fitness and strength.
- Full UK drivers licence.
- Calm and confidence in challenging situations – we will give you training in animal handling.
- Practical problem solving skills.
- Dedication to being honest, hardworking and with good time management skills.
- Ability to work flexible hours.

BONUS POINTS FOR THESE:

- Mountain Leader Qualifications or similar
- Animal Care qualifications or previous jobs with animals
- Current First Aid Qualification
- DBS check
- Trailer qualification
- Knowledge of Social Enterprises

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## WHAT WE OFFER:

- An amazing opportunity to work with beautiful animals. Most of our Woolly Army are rescued and we have also started a breeding program so we have our own cria (baby alpaca's and llama's) joining our herd. We will teach you everything we know about these animals to ensure they are happy, healthy and able to enjoy walking and trekking here in the Lake District.
- The chance to work in the Lake District, it's a beautiful part of the World with lots of mountains, lakes and a great way of life.
- The chance to have a meaningful role in a forward thinking, rapidly growing Social Enterprise that prides itself on rescuing and rehabilitating animals, contributing to the community, maintaining high ethical and environmental standards, offering inclusive activities that are accessible to all, and providing a gateway for new diverse groups to the benefits of time spent in nature and outdoor activities.
- Perks! All of our walks are based out of great locations; Lingholm Estate, Whinlatter Forest Park Lakes Distillery, Little Town Farm, and very soon Honister Slate Mine. All of these properties give us/you free parking and a discount in their cafes and restaurants. We ensure you have a great uniform to wear, supplied by high-end eco' friendly brand Fjallraven. We provide full waterproof layers, gloves and the ability to launder and store your uniform at our secret headquarters. We are always happy for you to bring family and friends to meet the herd or take part in activities, either absolutely free on your own time or discounted during public hours.
- You get to work with an awesome team of people who are passionate about The Woolly Army and The Lake District!

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