

Volunteer Role Description

Volunteer Role: Devon Farm Kitchen Administration Volunteer

Volunteer Manager: Craig McLaren-Kennedy, Managing Director

Where you will be based: Devon Farm Kitchen, South Devon

Role Summary:

At Rowcroft Hospice, we aim to make every day the best it can be for our patients and their families across South Devon. Devon Farm Kitchen is an innovative social enterprise that supports this vision by providing high-quality frozen ready meals to people across our community.

As a Devon Farm Kitchen Administration Volunteer, you will play an important role in supporting the day-to-day administration and customer service activities that help the business operate successfully. By helping us grow Devon Farm Kitchen, you will contribute to generating valuable income that supports the specialist care and support provided by Rowcroft Hospice.

Working as part of a friendly and supportive team, you'll help ensure our customers receive an excellent experience while gaining valuable administration and customer service skills.

What you may be doing:

- Full training and support will be provided.
- Supporting general office administration activities.
- Assisting with data entry and maintaining accurate records.
- Preparing customer mailings and communications.
- Writing thank you postcards to customers and supporters.
- Assisting with stock-taking activities.
- Preparing product information and promotional materials.
- Supporting food packaging, labelling and date-stamping activities.
- Helping at information stands and speaking with potential customers at community events.
- Supporting the team with a variety of administrative tasks as required.

This role will suit you if:

- You enjoy administration and being organised.
- You have good attention to detail.
- You are comfortable using a computer.
- You enjoy meeting and talking to people.
- You have good communication skills.
- You are passionate about supporting your local community.
- You would like to gain experience in administration, customer service or retail operations.
- You enjoy being part of a friendly and supportive team

This role could bring you:

- The opportunity to make a meaningful difference for local patients and families.
- Valuable experience in administration, customer service and business operations.
- Improved confidence and transferable workplace skills.
- New friendships and the opportunity to meet people from across the community.
- Experience working within a growing social enterprise.
- The satisfaction of helping generate income that supports Rowcroft Hospice care across South Devon.

We welcome volunteers from all backgrounds and walks of life. Your time, skills and enthusiasm are what matter most.

All Rowcroft volunteers will be asked to:

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role