



JOB DESCRIPTION & PERSON SPECIFICATION

Customer Service Assistant

A Successful Social Enterprise

Rowcroft have launched a successful social enterprise business, where we are building a long-term income for Rowcroft Hospice. The business offers a range of high quality and amazingly tasty, frozen food meals made in Devon, specifically designed to provide wholesome and nutritional support to the elderly, delivered direct to their home.

We use predominantly British ingredients, wherever possible from Devon, to support local farming and fishing communities. Our environment is also very important to us, so all of our packaging is 100% recyclable or reusable and free from plastic.

We're just celebrating our 4th birthday and have plans to develop and grow into a franchise opportunity to maximise the income for Rowcroft Hospice. Rowcroft have a track record of running a successful social enterprise with its network of retail shops.

The Role

Deliver excellent customer service by handling customer orders and enquiries efficiently and professionally. The role combines customer-facing responsibilities with operational support, including order picking in the cold store, stock replenishment, and general administrative tasks during quieter periods. This is a fantastic opportunity for the right individual to join a venture with real purpose and impact in the local community.

Package

Hours of work:	16 hr week
No. of days holiday:	27 days per annum (Plus Bank holidays), pro rata
Location:	Rowcroft Hospice, Torquay
Salary:	Up to £12.71 per hour
Uniform:	Smart black trousers & smart t-shirt
Other:	Company Stakeholder Pension scheme



Responsibilities

1. Take customer orders over the telephone in a friendly and professional manner
2. Accurately process and manage website orders using internal systems
3. Ensure correct product selection, quantities, delivery details, and payment handling
4. Amend or cancel orders in line with company policies
5. Respond to customer enquiries via phone and email
6. Provide information on products, allergens, storage, delivery options, and pricing
7. Resolve customer concerns and complaints promptly and empathetically
8. Escalate complex issues to the appropriate team when required
9. Assist with picking and packing customer orders in the cold store
10. Follow cold store safety procedures and food handling standards at all times
11. Help with replenishing stock, rotating stock, and maintaining organised storage areas
12. Support accuracy checks to ensure orders are complete and correct
13. Maintain accurate customer and order records
14. Assist with general administrative tasks during quieter periods
15. Support the wider team with ad-hoc duties as required
16. Deliver a consistently high standard of customer service aligned with company values
17. Follow food safety, health & safety, data protection, and payment handling procedures
18. Support peak trading periods and promotional activity when required

Mandatory Responsibilities

1. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements and the Food Safety Plan, including Covid-19 secure processes and procedures
2. Promote a culture of continuous learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning
3. Identify your own learning and development needs and undertake continuous professional development
4. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



Person specification

QUALIFICATIONS
ESSENTIAL SKILLS & EXPERIENCE a successful candidate should possess and be able to demonstrate
<ol style="list-style-type: none">1. Excellent verbal and written communication skills2. Strong attention to detail and accuracy3. Confident using computers and order processing systems4. Able to work in a cold store environment Customer-focused attitude with a practical, hands-on approach
DESIRABLE SKILLS AND EXPERIENCE
<ol style="list-style-type: none">1. Previous customer service or call-handling experience2. Experience in warehousing, picking, or stock handling3. Knowledge of food safety and allergens (training provided)4. Driving licence

All offers will be subject to a Disclosure and Barring Service check

