

REAL FARM

KIRKWOOD

Customer Service/ Admin Support (Part-Time across 4 or 5 days per week):

Main Role/ Responsibilities:

- Support with customer orders, printing delivery labels and assisting with packing orders at the Butchery.
- Assist with allocating business expenditure and categorising transactions within accountancy software.
- Maintain and update the weekly stock spreadsheet, ensuring records are accurate and up to date and ensuring this is reflected on the website.
- Provide customer service support by responding to telephone calls and email inquiries regarding holidays, experiences and meat.
- Assist customers with booking holidays and/or experiences where bookings are not completed through an automated system.
- Regularly monitor bookings, enquiries and emails to ensure all systems are kept up to date for a positive customer experience.
- Prepare and print guest welcome letters and supporting holiday documentation.
- Support with a variety of administrative tasks across all areas of the business, which may vary depending on operational needs.
- Maintain accurate records and ensure a high standard of organisation across administrative processes.

Skills & Experience

- Strong organisational and administrative skills with excellent attention to detail.
- Confident communication skills, both written and verbal.
- Good customer service skills with a friendly and professional approach.
- Ability to manage multiple tasks and prioritise effectively.
- Comfortable working independently and as part of a small, flexible team.
- Good IT skills and confidence learning new systems.
- A practical, hands-on approach with a willingness to support both office and operational tasks.
- Full driving licence preferred due to the varied nature of the role.

To Apply

Please email a copy of your CV and covering letter to: jobs@RealFarms.co.uk.

Thank you.