Volunteer Role Description - Admin & Outreach

Purpose of the Role

Our admin and outreach volunteers help keep Denmark Farm running smoothly by supporting essential administrative tasks such as managing memberships, and assisting with the day-to-day running of our small onsite shop. This role is ideal for someone who enjoys organised, behind-the-scenes work that directly contributes to the success of our conservation and community activities. There are also opportunities to promote Denmark Farm at local events and shows.

What the Role Involves

Depending on your interests and skills, tasks may include:

- Assisting the Engagement Manager with membership administration, record keeping and renewals
- Stock checks and restocking of the shop, including updating sales records and managing payments due to sellers
- Supporting the sale of local crafts, books, cards, and eco-friendly products
- Preparing materials for events, courses, and volunteer days
- Updating noticeboards and information displays
- Supporting staff with small administrative projects



Tasks can be adapted to your experience, confidence, and availability.

Who We're Looking For

You don't need to be an expert — just organised, friendly, and willing to help.

- Good communication skills
- Happy to speak with people and advocate for Denmark Farm
- Comfortable using email and basic computer systems (training provided)
- Attention to detail and accuracy
- Friendly and welcoming manner
- Ability to work independently or as part of a small team
- Reliability and respect for confidentiality
- Able to travel to occasional events such as Lampeter market.

When and Where

This role is very flexible and you can volunteer at times that suit you, during working hours, provided the appropriate member of staff to supervise the relevant activity is available. The role will mostly take place at Denmark Farm Conservation Centre, Betws Bledrws, Lampeter, SA48 8PB, but some occasional travel may be required for which mileage will be paid.

Support and Training
You will be provided with:

- A warm welcome and induction to Denmark Farm and our wildlife-friendly ethos
- Training in membership systems, shop procedures, and office processes
- Ongoing support from staff
- Clear guidance on data protection, confidentiality, and record-keeping
- Opportunities to learn new administrative and customer-service skills

What You'll Gain

- Experience in office administration, customer service, and membership management
- Confidence using office systems and organisational tools
- The chance to support a unique conservation project
- A friendly, supportive volunteer environment
- A sense of achievement from helping keep Denmark Farm running smoothly

Practical Information

- All training and materials are provided, including use of a laptop while at Denmark Farm.
- Travel expenses may be reimbursed in line with our volunteer policy
- Volunteers must follow our data protection and confidentiality guidelines
- Some tasks may require basic computer use (training available)

How to Get Involved
To join our friendly volunteer team, please contact us at volunteer@denmarkfarm.org.uk or complete the volunteer enquiry form on our website:
https://www.denmarkfarm.org.uk/root-branch-volunteer-enquiry-form/



