



## Volunteer Role Description

**Volunteer Role:** Project Apprentice  
**Location:** Made in Hackney, Stoke Newington N16  
**Supervised By:** Project Director, Made in Hackney

### Purpose of Apprentice Role

To assist the Project Directors in key areas of running an award winning community kitchen and cookery school that delivers healthy cooking classes. To gain experience in project management, working for a social enterprise and boost professional skills.

Please note: many duties will be repetitive and the same admin tasks will need to be completed each week (eg. answering emails from the general public and inputting survey data etc). To have enough time to develop a distinct and meaningful apprentice project or contribute a specialist skill like writing a blog, you will need to make extra hours available to work outside of the typical 'Made in Hackney day'.

### Key Tasks

- **Managing bookings:** Taking calls and answering e mails from the general public, booking them onto classes and promoting cookery classes to wider audiences through flyering and other means;
- **Promotion and Social Media:**, Posting upcoming classes on Instagram, facebook and twitter, handing out flyers, writing blog entries on latest news stories;
- **Assembling Cookery Class Materials:** Liasing with cookery teachers, shopping for ingredients and proof reading and printing recipes;
- **Kitchen and office:** Dealing with laundry, tidying store room, cleaning fridge, buying stationary and other misc duties;
- **Processing evaluation forms:** Logging data from evaluation forms into salesforce CRM;
- **Managing the newsletter mailing list:** Adding new newsletter subscribers to salesforce CRM;
- **Kitchen Tours:** Giving guided tours of the kitchen to potential kitchen hire clients;
- **Special Projects** as per specific interest/skill set - such as assisting with coordination of fundraising events, social media campaigns, researching new clients etc (these will be extra hours and need to happen outside your allocated volunteer day);
- **Assisting cookery teacher** with classes (these will be extra hours outside of the standard working hours as an Apprentice. See 'class host' role description on our website.)

You are not expected to be an expert in all of these areas, but an enthusiasm for local and sustainable food, improving the health and wellbeing of urban communities, supporting environmentally sustainable food based entrepreneurship and a desire to work in the voluntary sector is required.

## **Time Commitment**

To ensure you are able to take on interesting tasks with some responsibility, we ask for a commitment of 1-2 days a week for a period of 3 months or more. Working hours are 9.30-5.30pm with a 1 hour break for lunch but there is flexibility to accommodate hours to suit the right candidate.

## **Person Specification**

- Computer literate – familiar with Word, Excel, google docs and drop box;
- Social Media literate – experience of using Instagram, Facebook and Twitter;
- Methodical and organised approach to work;
- Excellent written and verbal communication;
- Interest in working in voluntary / social enterprise sector;
- Understanding of local, organic, seasonal, sustainable and ethical food, with an awareness of the varying industry standards and certification bodies;
- Ability to be empathetic and professional when dealing with a wide range of community groups and their respective needs;
- A passion, interest and some knowledge in local and sustainable food issues
- Interest and awareness of local food growing projects.

The role is flexible and could suit people in many situations, including those looking to start or change their career in the sustainable food/social enterprise sector, people looking to refresh their skills after a career break, recent graduates etc.

## **Support Offered and Development Opportunities for Volunteers**

- Volunteer Induction
- Out of pocket expenses reimbursed for each day of volunteering (Up to £15 a day £7 travel, £7 lunch);
- On the Job Training in project management
- Specialist Volunteer Training offered to those interested - in food safety in catering Level 2, emergency first aid, safeguarding vulnerable adults and children, nutrition, etc
- Volunteer Supervision
- Opportunity to lead a donation-based Community class (extra hours required)
- Professional reference provided after a 3 month commitment
- Opportunity to get involved in our events and attend classes as a participant (not just a volunteer)

## **To Apply**

Please fill in our online application form outlining your experience and explaining why you feel you're suitable for the role.

We encourage people with a wide range of abilities to apply for our apprenticeships. You don't already need to have all the experience, skills and knowledge listed, The Role Description is designed to allow you to judge whether you feel that you would gain the experience you are seeking from your voluntary work. You may have gained some of the experience and skills listed above through paid, voluntary or personal experience. We aim to provide individuals with the opportunity to update existing skills and knowledge as well as gain new skills in different areas.