

# Volunteer Application Pack

## Forest Upcycling Project

Unit 8-10 Hollywood Works, Valley Road, Cinderford, Gloucestershire, GL14 2PD  
Tel: 01594 368240

## Monmouthshire Upcycle

Station Yard Industrial Estate (opposite the train station), NP16 5PF  
Tel: 01291 408300

## Upcycle Swindon

Unit 34b Ganton Way, Techno Trading Estate, SN2 8ES  
Tel: 01793 976766

## Upcycle Torfaen

Unit 1, Avondale Industrial Estate, NP44 1UG  
Tel: 01633 226427

Registered Charity No. 1158797  
[www.forestupcyclingproject.com](http://www.forestupcyclingproject.com)

Returning your application form can be done in person or via email:

Forest: Please send your application to Lace on [forestupcyclingproject@gmail.com](mailto:forestupcyclingproject@gmail.com)

Monmouthshire: Please send your application form to Freya at  
[monmouthshireupcycle@gmail.com](mailto:monmouthshireupcycle@gmail.com)

Swindon: Please send your application form to Vicky at [upcycleswindon@gmail.com](mailto:upcycleswindon@gmail.com)

Torfaen: Please send your application form to Chelsea at [upcycletorfaen@gmail.com](mailto:upcycletorfaen@gmail.com)

# What is The Forest Upcycling Project?

We are a Registered Charity.

Our mission is to provide good quality second-hand furniture and household items at reasonable prices and to work with vulnerable people and our local communities.

## **Our objectives are:**

1. To relieve poverty by providing furniture and other goods at a reduced rate. In extreme cases, furniture can be provided free of charge.
2. To advance education for people who are unemployed or otherwise in need of such education to equip them with the skills necessary to be able to find employment.
3. To protect and preserve the environment for the public benefit and future generations by the promotion of waste reduction, re-use, reclamation, recycling and use of recycled products.

As a charity we provide furniture to those on low income at reduced prices and in some instances for free. We work with a wide variety of agencies and seek to help those who are struggling to help themselves. Over 25% of our turnover goes to supporting 'at risk' groups and their clients. Since we were founded we have helped over 6000 individuals and families.

As a Charity, 100% of funds raised are reinvested into the organisation to pay core operational costs, and any surplus is used to allow us to expand and help more people. There are no shareholders or anyone else profiting from our operation.

## **We offer volunteering opportunities in the following areas:**

- Retail sales
- Warehousing
- Van driving and driver assistance
- Furniture repairs
- Bike workshop

## **Who can volunteer at the Forest Upcycling Project?**

We provide volunteering opportunities for anyone over the age of 18. Or under 18 with parental permission.

## **Forest Upcycling Project Commitment to Volunteers.**

- 1 You will be shown how to do any tasks we ask of you.
- 2 You are protected by our Public Liability Insurance.
- 3 If a problem arises at Forest Upcycling project we will do everything within our power to solve the issues.
- 4 You will not be used to replace a previously paid worker.
- 5 We will keep your personal information confidential unless you give permission.
- 6 We are committed to treat you fairly and without discrimination

# Volunteer Roles

## VAN DRIVER

### KEY TASKS:

To be responsible for the collection of donated furniture and household goods and the distribution of such items to the scheme's customers. To ensure safe and efficient lifting, handling, loading and collection/delivery of goods. The care of the project van. When not undertaking the above role, to help with warehousing roles.

### SUMMARY OF DUTIES

- To work with colleagues safely and efficiently when delivering and collecting furniture and household goods.
- Dealing sympathetically and respectfully with customers and those donating furniture.
- Driving vans up to and including a Luton van'

### PERSON SPECIFICATION

- You are over 25 years old
- You have a clean driving licence.
- You will deal with customers in a friendly, helpful and efficient manner.
- You are fit and able to help lift heavy objects.
- It would be helpful if you have experience of driving a Luton style van.

# **DRIVERS MATE**

## **KEY TASKS:**

Assist the vehicle driver in delivery and collection of furniture.

To help in the warehouse.

## **SUMMARY OF DUTIES**

- To work with colleagues safely and efficiently when delivering and collecting furniture and household goods.
- Dealing sympathetically and respectfully with customers and those donating furniture.
- To help in the warehouse.

## **PERSON SPECIFICATION**

- You will deal with customers in a friendly, helpful and efficient manner.
- You are fit and able to help lift heavy objects.

# WAREHOUSE OPERATIVE

## KEY TASKS:

- Dealing with customers in a polite manner
- Displaying items
- Pricing and labelling items
- Cleaning and moving items when necessary.
- Help to load and unload vans
- Keep a record of sales.

## SUMMARY OF DUTIES

- Help move items around the warehouse and display them in the best way
- Treat all customers in a respectful and polite manner
- Prepare deliveries so they are ready for loading
- Assist in loading and unloading of vans
- Assemble and disassemble items of furniture as necessary
- To answer customer queries about items in the warehouse or direct them to someone who can.
- Clean items as they arrive in the warehouse or after they have been refurbished
- Keep the warehouse clean

## PERSON SPECIFICATION

- You should be able to deal with the public in a friendly and polite manner.
- You should be fit and able to lift reasonably heavy objects with help.

# **BIKE WORKSHOP VOLUNTEER**

## **KEY TASKS:**

- Repair and refurbishment of donated bikes.
- Dismantling of unusable bikes and stripping for parts.
- Keeping the workshop tidy and usable for others.
- Helping to run bike community workshops.
- Keeping a record of work completed on bikes and by whom.
- Keeping a record of bikes sold, or given on Earn-a-bike scheme.

## **SUMMARY OF DUTIES**

- Once trained and approved by Paul, completion of repair and refurbishment of donated bikes.
- You will be responsible for your own safe working practices and the working practices of others.

## **PERSON SPECIFICATION**

- You should be able to deal with the public and other volunteers in a friendly and polite manner.
- You should be fit and able to lift reasonably heavy objects with help.
- You should already know, or be willing to learn, how to perform simple tasks to fix bikes.
- You should be responsible, particularly regarding working in a safe way.
- You should be patient.

# **VOLUNTEER AGREEMENT**

## **A volunteer will:-**

- Not receive wages but will receive approved expenses for travelling, provided that you are not in receipt of other travelling related benefits.
- Be expected to attend relevant training where applicable.
- Abide by the all relevant Forest Upcycling Project objectives and policies.
- Let us know the day before if you need time off.
- Let us know before 8.30 if there are any reasons you can't come in.
- Let us know if you wish to leave.

**I have read and understood the agreement of the Forest Upcycling Project.**

Name.....

Signed.....

Date.....



**For Internal Use**

Date Application Received	
Date Interviewed and By Whom	
Date Started	
Agreed Volunteering Hours	
Date Left	
Induction Date	
Reason For Leaving	

# Volunteer Application

## PERSONAL DETAILS

Title	Mr.      Mrs.      Miss      Ms.      Other (circle one)
First name	
Surname	
Address	
Postcode	
Telephone number	
Mobile telephone number	
Personal email address	
Date of birth	
Emergency contact details	Name:- Address:- Telephone:- Relationship:-
How did you hear about the scheme	
Present or last occupation Employers name Post held Dates of Employment	

Reason for leaving	
Please give details of any previous voluntary work experience	
Any relevant medical conditions we need to know about.	

## WHEN CAN YOU VOLUNTEER

Please tick each box when you would be able to volunteer.

If you have no real preferences please leave this blank and when you come in to discuss your application we will agree with you on days that would best suit both us and you.

MON	TUE	WED	THURS	FRI	SAT

If you have specific requirements with regard to times and days available or other special needs please enter them below

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SIGNED:.....DATE.....

Thank you for completing this form. The information will be kept confidential to The Forest Upcycling Project. and will not be disclosed to any person outside the project without your permission.

If you have any questions or require further information about any aspect of the organisation or volunteering please do not hesitate to contact Matthew Jones (Project Manager), Vicky (Deputy Manager, Swindon), Freya (Deputy Manager, Chepstow), Lace (Deputy Manager, Cinderford) or Chelsea (Deputy Manager, Torfaen).