

Please read through the following descriptions about each department in UCB. When you have decided which department you would most like to volunteer in, please complete the application form.

Facilities

The Facilities Team is responsible for the upkeep of the buildings and grounds at both Hanchurch and Burslem. Our Broadcasting Centre in Hanchurch is blessed to be in the heart of beautiful countryside; as a result, our grounds and gardens require constant attention in order to maintain them in keeping with the surrounding natural environment. The Facilities Team are looking for volunteers with an ability and love for gardening; the talent and skill to nurture all things flora; who live locally and can offer a few hours every week to assist our team of dedicated workers.

Finance

The Finance Department is responsible for the processing of income and expenditure and the timely production of management reports and statistics. Volunteers would need to have a high level of professionalism, integrity and awareness of confidentiality. Volunteers should ideally be computer literate with a good working knowledge of Microsoft Excel and Word. A willingness to carry out day-to-day office duties and confidence with numbers would be an asset in this department.

Hospitality

The Hospitality Team is responsible for the cleanliness of both sites; our Operations Centre in Burslem and our Broadcast Centre in Hanchurch. At our Broadcast Centre as well as the offices and studios, we also have accommodation on site for visitors and guests. Due to this volunteers would need a good basic knowledge of cleaning and laundry. In addition we also cater for large and small groups of guests on both sites; a basic food hygiene certificate is need for catering, but not essential if helping with laying and clearing tables. Volunteers must be friendly, polite and courteous at all times, able to work as a team or on their own, and be able to communicate well with others. Your own transport is needed for access to Hanchurch as it is not accessible by public transport.

Human Resources

The primary responsibilities for the Human Resources Department are Employment Law, Health & Safety and Training. Volunteers would need to have a high level of professionalism, integrity and awareness of confidentiality. H.R. is an extremely busy department but can be very rewarding and exciting! Volunteers must be computer literate and have a good knowledge and understanding of the Microsoft Office package; they must be willing to carry out day-to-day office duties and be sensitive to other members of staff who visit the office on a regular basis.

Logistics

The Logistics Department processes incoming and outgoing post, delivers and collects post from all departments within UCB, picks and packs requests for UCB's resources and manages the warehouse and stock. During busy periods Logistics may require the assistance of volunteers who are willing and able to carry out manual tasks. Volunteers must be friendly and courteous to all members of staff, visitors and service provider employees.

Marketing & Design

UCB's Marketing Department is responsible for maintaining UCB's brand image, promoting its eight products, the production of The Word for Today and the Word 4U 2Day and monthly newsletters. The Department also provides PR, visual design and development solutions, manages the website, e-newsletters and mobile marketing. Regular volunteers with web experience are needed to help design banners, quality control the website plus general web administration. Other opportunities include marketing research and general marketing assistance.

Ministry Support

Ministry Support offers a fast paced environment with much variety. Volunteers would have the opportunity to be involved in both planning and implementing research and development of new and existing projects, working with Prayerline, Looking for God, UCB2GO, Prayer for Today, Youth Ministry and Prison Ministry. Volunteers would need to be computer literate as much of the role includes administration, be happy to make and receive telephone calls, be organised and also be a good communicator

Prayerline The mission statement of UCB Prayerline is 'Praying for you, praying with you'. UCB operates a telephone line that is focused on simply praying with people in any place and at any time. Prayerline has many testimonies of lives changed for good. Volunteers will need to have a heart for prayer; whether it is responding to callers, answering emails or praying over prayer requests sent via post and taken from the 24 hour answer machine. Prayerline are also looking for volunteers within travelling distance of our offices in Stoke-on-Trent to help with administration. This role does not depend on volunteers being able to commit to long hours; just one or two hours each week would be greatly appreciated. If you feel led to this role please download the Prayerline Application form as per the link on the volunteering page.

Radio Broadcasting

The UCB Radio Broadcasting Department is responsible for the delivery of five radio stations to audiences on a variety of digital technologies. Deadlines have to be met on a regular basis; ranging from hourly news bulletins to on-air shifts; and scheduling to programming with a specific focus. Computer literacy is needed to perform many tasks, combined with an ability to work in a creative environment. A professional attitude is required, facing each new task with a positive outlook and responding appropriately to the many visitors to the studios.

Supporter Development Team

UCB's Supporter Development team is committed to building relationships between UCB's ministry and supporters, and, together, ensuring our ministry can spread God's Word as widely as possible throughout the UK. We are responsible for a range of activities, including ministering and updating our supporters through regular letters, offering UCB Tour days, holding face-to-face meetings and telephoning people to thank them for their support. Regular volunteers are required to help with donor research and general administration, fundraising experience is an advantage but not essential. Experienced volunteers are also required to help source grants and trusts.

Supporter Care

The UCB Supporter Care department exists to build and maintain relationships with both individuals and also our network of Advocates. We aim to provide excellent customer service by efficiently answering postal and telephone enquiries in order to meet supporter requirements and expectations, always endeavouring to respond to each one of our supporters as representatives of Christ. Volunteers must be computer literate and have excellent communication skills.

Technical

This department is responsible for the day-to-day running of UCB's technical infrastructure, future planning, upgrading, security and the implementation of new technologies at our Hanchurch Broadcast Centre. It is responsible for the smooth running of the broadcast operations, both Radio and TV, including the upkeep of the radio and TV studios, computer systems and other technical broadcast systems such as outside broadcasts etc. The work can be very demanding and volunteers would need to have a proven background in broadcasting or IT and be able to work in a professional manner to high standards. Any volunteer must be reliable, flexible and able to work with staff at all levels and be able to show a positive customer focus with a can-do attitude.

UCB TV

As UCB TV is a growing and expanding area of the ministry, it may need the assistance of volunteers to help in the areas of hospitality, production, editing, library and general office duties. Volunteers would need to be flexible and computer literate. Due to the complex nature of running a television station and the training involved, UCBC TV can only take volunteers who are able to commit to a long term involvement. For example, one day a week for 12 months would be suitable but not a one –off period of two weeks.

Youth & Children's

This area encompasses everything that UCB does for children and young people. The OneHope coordinator works closely with Ministry Support, distributing UCB resources targeted at children and young people and establishing good relationships between UCB, schools and youth organisations. Much of the role of volunteers in OneHope will be similar to that of Ministry Support but we also require help building useful relationships with other ministries, creating projects and products to reach young people for Jesus, and then distributing them.