

# UCB VOLUNTEER APPLICATION FORM

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**Changing Lives for Good By  
the Power of God's Word**

Please return this form to the Human Resources Department  
UCB Operations Centre, Westport Road, Stoke-on-Trent, Staffordshire, ST6 4JF  
Tel: 0845 60 40 401 Email: [HR@ucb.co.uk](mailto:HR@ucb.co.uk)

## **Volunteering Opportunities**

Thank you for your interest in volunteering at United Christian Broadcasters (UCB). Over the next few pages you will be introduced to various departments with different requirements for volunteers. Please prayerfully consider which department your skills, abilities and experience would be best suited to; then complete the rest of the application form.

When your application form is completed, please return it to:

**Human Resources Department  
United Christian Broadcasters Ltd  
Operations Centre  
Westport Road  
Stoke-on-Trent  
ST6 4JF**

Please be aware that sending in your application form does not necessarily guarantee a voluntary place. However, you will be contacted in due course regarding your application and to discuss any volunteering opportunities that are available and may be suitable for you.

You must be aware that by volunteering at UCB, you will not be entitled to any financial rewards or other benefits.

If you have any further questions regarding volunteering at UCB please do not hesitate to contact us on 01782 764 922.

In the meantime, we pray that God will lead and guide you as you seek to serve Him.

***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.***

## **Radio**

Radio is right at the heart of UCB with two, distinct, radio stations (UCB 1 and UCB 2) broadcasting on national DAB as well as online and via apps such as UCB Player.

The team of around thirty staff in the radio team include presenters, journalists, sound and content producers and playout schedulers. We work in UCB's Broadcast Centre, just off junction 15 of the M6 in a countryside setting. Volunteers are able to help the full-time team with programme content, sound recording, research, outside broadcasts, voiceovers, etc. You would need to be competent with a Windows-based computer and have good literacy skills, a can-do attitude and an understanding of UCB's Christian vision. Oh, and we have fun – so a sense of humour is essential!

## **Broadcast Audio**

If you think you have the commitment, energy and creativity to assist in the creation of high quality recordings of music, speech and sound effects, editing and loading of daily radio programme content as well as scheduling and administrative duties for multiple radio stations, then we want YOU! This opportunity will enrich, inspire and develop your career prospects and your spiritual walk with God. A qualification or background in music production or music technology, or previous experience in the broadcast audio industry is not essential but would be preferred.

## **Marketing**

The role of UCB Marketing is to increase our audience by persuading the public to listen, watch and read in order to see lives changed for good.

UCB Marketing find the audience, grow & retain; help influence of content, timing, and channels to ensure optimum impact. The key asset is engaging, entertaining and life-changing content on accessible platforms.

There are a number of key steps toward meeting the above:

- The use of Market research to provide intelligence to shape marketing activities
- Influence content to best suit the needs of those listening, watching or reading at any given time or place. In order to Deepen the ministry impact for individuals through leading the audience to engage with multiple expressions of ministry
- Retaining and growing the audience. Promote/advertise/market clarified content directly to the people it is aimed at (we want them to read TWFT if they're listening to radio, we want them to watch testimonies on the website).
- Increase audience through promotion of UCB Content

### UCB Marketing Values

- Engagement will grow people through discipleship
- Make sure that people hear, watch and read and that all expression of UCB internally and externally comply with brand guidelines
- Use all available forms of analytics to measure success

Ensure that the first impression of UCB's ministry is the best it can possibly be.

## **Communications**

UCB's Communications Department is committed to sharing the charity's vision and mission across our media platforms, and building relationships with readers, listeners and viewers so that, together, we can spread God's Word as widely as possible throughout the UK. A large part of our work is generating the income needed to do this, and thanking our supporters. We are responsible for a range of activities, including: ministering to 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 general administration. Fundraising experience is an advantage but not essential. Experienced volunteers are also required to help source grants and trusts.

## **PR & Social Media**

The Public Relations team is part of the Communications Department at UCB and is responsible for Publishing (UCB's two quarterly devotionals), broadcast administration, charity partnerships, Social Media and lots of other PR-type things. We're a busy team, who like to respond quickly to what's going on, around us in the world, so if you want to get hands-on experience of a busy media PR team, why not apply to come and see what we do? You could learn about the science behind Social Media (how to get your posts seen by thousands of people), learn about the process of publishing, proof-reading and writing great copy, or what makes really exceptional customer service. We're looking for volunteers with a sense of what makes a good story, or who might be handy with video, photography, editing or writing copy.

## **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. At our Burslem Operations Centre administrative functions make up the main workload and volunteers would need to have solid networking skills and Microsoft skills to assist with this. The work can be very demanding and, to work at Hanchurch, 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.

## **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 organisational service over the telephone and via email or letter in order to meet customer requirements and expectations. Volunteers must be computer literate, have excellent interpersonal and communication skills.

## **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.

## **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 needed 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.

## **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.

## **Prayerline**

The mission statement of UCB Prayerline is 'Praying for you, praying with you'.

UCB's Prayerline is a telephone service that is focused on praying with people at their point of need. In addition we have the facility for people to send an e-mail prayer via our website. Prayerline has many testimonies of lives changed for good.

Volunteers will be required to have a heart for prayer; whether it is responding to callers, answering emails or praying over prayer requests sent in the post or taken from the 24 hour answer machine. Those volunteering for the Prayerline phone service will work within one of our 28 Satellite Teams based throughout the country or at our Operations offices in Burslem, Stoke On Trent. 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; a minimum of 2 hours each week would be greatly appreciated.

Title  Name

Address

Postcode

Telephone Number: Daytime  Evening

Mobile  Email

Date of Birth  Nationality

Do you hold a current Driving Licence?  Yes  No

Do you consider yourself to have a disability as identified by the Equality Act 2010? If so, do you require any reasonable adjustments to be made during the application process, including interview? Please provide details:

Do you have a current valid passport?  Yes  No If Yes Expiration Date:

Are you a United Kingdom (UK), European Community (EC) National?  Yes  No  
*If no, please answer these questions:*

Do you have a current visa that entitles you to reside or volunteer in the UK?  Yes  No

Please provide details of visa expiration date:  
(You will be required to provide evidence of your passport/visa status)

Will you require a visa prior to embarking on this voluntary placement?  Yes  No

Having had an opportunity to see how your gifts could be used at UCB, please select, in order of preference, the departments you would like to volunteer in. One being most preferred, twelve being least preferred.

<b>Radio</b>	<input type="checkbox"/>	<b>Supporter Care</b>	<input type="checkbox"/>
<b>Broadcast Audio</b>	<input type="checkbox"/>	<b>HR</b>	<input type="checkbox"/>
<b>Marketing</b>	<input type="checkbox"/>	<b>Finance</b>	<input type="checkbox"/>
<b>Communications</b>	<input type="checkbox"/>	<b>Hospitality</b>	<input type="checkbox"/>
<b>PR &amp; Social Media</b>	<input type="checkbox"/>	<b>Facilities</b>	<input type="checkbox"/>
<b>Technical</b>	<input type="checkbox"/>	<b>Prayerline</b>	<input type="checkbox"/>

If there is a need for volunteers, when would you be able to start?

How many hours would you be willing to volunteer per week?

For some voluntary positions the Government encourages all voluntary agencies to investigate whether or not volunteers have any criminal history in the area of Child Protection. (Some positions will be subject to a DBS disclosure check under the Rehabilitation of Offenders Act 1974.)

Do you give consent for UCB to do so?  Yes  No

Have you ever been convicted of a criminal offence?  Yes  No

Are you subject to any court proceedings, or under investigation, for any alleged criminal offence?

Yes  No

If yes please specify:

Please give a brief explanation of why you would like to volunteer in the departments stated. Please include details of any relevant skills, abilities and experience including any education, training or professional qualifications (attach additional sheet if necessary).

**Your present voluntary position or employer**

Title  Name

Job Title

Address

Postcode

**Character Reference**

Title  Name

Job Title

Address

Postcode

**Your Minister / Pastor / Church Leader**

Title  Name

Job Title

Address

Postcode

In line with Data Protection Regulations UCB will retain application forms in a secure environment; no personal details will be passed on to third party organisations. Unsuccessful applications will be destroyed. Incomplete applications will not be considered. Please check your application before submitting it to make sure that all questions have been answered.

Due to the ethos and nature of UCB, we would expect volunteers to be in sympathy with our aims and objectives and positively seek to help UCB achieve them. It is therefore anticipated that volunteers will be Christians able to ascribe to UCB's Statement of Faith.

The following statement summarises the UCB position in regard to matters of faith:

- 1) We believe in one God, eternally existent in three persons; the Father, the Son and the Holy Spirit.
- 2) We believe that the Bible is divinely inspired and, therefore, is infallible and entirely trustworthy, and is the supreme and final authority in all matters of faith and conduct.
- 3) We believe in the Lord Jesus Christ who is God revealed in human form, and we believe in His virgin birth, His sinless life, His miracles, and His atoning death.
- 4) We believe in the bodily resurrection of Jesus Christ from the dead, in His personal return to consummate God's Kingdom, and in God's judgment of the world.
- 5) We believe that all have sinned and are therefore under God's condemnation and are separated from Him.
- 6) We believe that redemption from the penalty and the power of sin is possible only through the death and resurrection of Jesus Christ.
- 7) We believe in the necessity of the work of the Holy Spirit to make the death of Christ effective for individual sinners, granting them repentance towards God and faith in the Lord Jesus Christ, and enabling the believers to live holy lives and to witness and work for Christ.
- 8) We believe in the resurrection of all people, leading to eternal blessing for the believers and the eternal punishment for unbelievers.
- 9) We believe that every believer is baptised into the Body of Christ by the Holy Spirit, and is responsible for keeping the unity of the Spirit by loving one another with a pure heart.
- 10) We believe that the Christian Church has existed since the time of Christ's life on earth and will continue until His return.

I confirm that I am fully able to accept the Statement of Faith and that there is no additional doctrine that I believe which would detract from or which is inconsistent with this statement.

Signed:

Date:

- 1) As a volunteer I agree to respect and keep confidential all personal data of any kind of which I become informed in the course of my duties.
- 2) As a volunteer I agree to comply with the requirements of the Data Protection Act.
- 3) UCB believes in the importance of prayer in all our work, as a volunteer, I will endeavour to attend team and prayer meetings, when convenient to do so.
- 4) I confirm and I accept that by volunteering at UCB I will not receive a salary, wage or benefits.
- 5) I accept that on occasions volunteers have been offered paid work in a different capacity within the organisation. Whilst this can happen, I shall not assume it will. My arrangement with UCB will be on a voluntary basis only.

I, (print name)  agree to volunteer for UCB for the number of hours agreed by me, from time to time, with the UCB Management.

Signed:

Date: