

## Volunteer Pack

**This pack includes:**

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***“Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has.”***

**Margaret Mead**



## Hello!

Welcome to Fordhall Organic Farm. Thank you for choosing to come and volunteer with us. We are always excited to meet new people and love new energy and ideas!

Here at Fordhall, we are committed to: innovation in farming, high standards of animal welfare, sharing understanding of sustainable food production, limiting our impact on the planet, and connecting food, farming, education and the community.

Volunteers are vital in everything we do here – we wouldn't have achieved anything over the years without the continuing generosity and support of people like you.

*“Volunteers are not paid – not because they are worthless,  
but because they are **priceless**”*

We have a variety of different volunteer positions available (more information on these inside this pack), but whatever your age, skills or background- we want you!

Keep reading this pack for more information about the opportunities available to you as a volunteer and more on the story of Fordhall. There is also a form for you to fill in – please return the completed form to me.

When you have decided that you would like to volunteer with us, we will arrange a date for you to come in for an induction. This will give you a chance to meet us and get your bearings around Fordhall, before committing to the role.

I hope you enjoy your time with us – if you have any questions, please don't hesitate to ask!

Best Wishes,

Mike Grabarz  
Volunteer Co-ordinator  
Mike.grabarz@fordhallfarm.com

## **Our Vision**

We will maximise the benefits of Fordhall Organic Farm for our community and natural environment in a self-sustaining manner.

We are committed to:

- innovation in farming
- high standards of animal welfare
- sharing understanding of sustainable food production
- limiting our impact on the planet
- connecting food, farming and **you**

We will create self-sustaining innovative and complementary activities at Fordhall which are engaging and fun for our community, as a national exemplar.

### **Our community includes:**

- Visitors and Customers
- Shareholders and Supporters
- Volunteers and Staff
- Online shoppers and online community
- People we meet at farmers markets or external events
- Community of Market Drayton and beyond

Our community makes Fordhall unique. It is at the heart of all our successes and will be at the heart of all our future achievements.

We are proud to have supporters locally, nationally and internationally.

### **What we are going to do**

There will always be a complementary balance between the farm and the work of Fordhall Community Land Initiative.

We will:

- Ensure every visitor enjoys their time at Fordhall leaving with a greater appreciation of food and farming.
- Be creative and engaging in everything we do
- Be financially self-sustaining
- Ensure all projects comply with our values and principles
- Work democratically, being accountable to our 8000 members and taking their ideas on board.
- Set targets and work towards these positively and proactively, seeing problems as challenges.
- be an example to others
- Continually learn, evaluate, improve and share our practices

## Our Values

- 1) We appreciate that Fordhall is owned by the community and is here to benefit them, with increasing awareness of food and farming at the heart of this.
- 2) We will always recycle, reuse and reduce waste wherever possible.
- 3) We want Fordhall to be a Flagship project. We will therefore work to the highest standards we can in every area of work.
- 4) We may not be farmers, but we understand how the farm works and how this farm is different to others and we actively develop this understanding.
- 5) We take responsibility for ourselves, our work and for others. Fordhall's success is our success and vice versa.
- 6) We have open, informal and honest communication. We are accepting of honesty and always respectful of each other. We listen to each other.
- 7) We want to feel valued and therefore will value each other without judgement. Especially, each other's 'isms'.
- 8) We enjoy working at Fordhall and will make the most of it at lunch and at other times to remind ourselves why we come to work.
- 9) We will believe in the benefits of a healthy diet, including that of organic food, especially when it comes to eating cake and chocolate ☺ - we understand this is all part of a balanced diet.
- 10) We recognise that an organised, clean, tidy environment will allow us to think clear and be creative within our roles.
- 11) We share ideas even if it is not in our area of work – whether these come from other staff, volunteers, shareholders or visitors. This creative input improves Fordhall for the benefit of the community.
- 12) We believe in education. It is central to everything we do.
- 13) We believe it is important to say 'Hello!'
- 14) We recognise that everyone is important and therefore we celebrate BIRTHDAYS!
- 15) We recognise each other's achievements.
- 16) We want to enjoy our job, make friends and have fun! ☺

## Why Volunteer?

*“Volunteers do not necessarily have the time; they just have the heart”*  
Elizabeth Andrew

There are so many benefits to volunteering with the Fordhall Community Land Initiative. Whether you are going to volunteer in the office, at events or at volunteer weekends, you can:

- Learn and develop skills
- Share your skills with others
- Enhance your CV
- Meet new people and make new friends
- Build your confidence and self-esteem
- Make a difference to the world around you
- Be part of a pioneering venture
- Have lots of fun!

We will always:

- Greet you with a smile and a cuppa.
- Provide on-going support
- Offer you training (where funding is possible)
- Give you the recognition you deserve - Certificate of Generosity
- Provide references (if required)
- Work with you to develop your role and skills where possible



## Opportunities for Volunteering with the FCLI

At Fordhall Farm, variety really is the spice of life. There are many different opportunities for volunteers to easily fit in with the working of the charity and farm business and for their input to be highly valued and significant.

Whatever the situation, all volunteers will be required to uphold health and safety guidance given to them during the induction. Volunteers are representatives of Fordhall Community Land Initiative and are expected to always do their utmost to promote Fordhall Organic Farm/Fordhall Community Land Initiative in its most positive light.

The different roles break down into five areas:

1. **Office Administration** – Jobs include data inputting on computers, filing paperwork, telephoning customers, marketing, stuffing newsletters etc. This work is immensely helpful in the smooth running of the office.
  - **What do we expect?** – Most volunteers come regularly once a week (Tues-Fri), others come whenever they have spare time or we have a particular need for extra hands. We try to encourage a more regular routine as it allows us to plan ahead more easily knowing the resources available. Whatever the situation, volunteers are discouraged from just showing up as there is no guarantee any staff or jobs will be available.
2. **Volunteer Weekends & Volunteer Fridays** – Weekends are held every 6-8 weeks and the tasks vary widely depending what is needed around the farm or if there are any upcoming events. There is **no** animal management involved. Volunteers can either attend one or both days at the weekend and camping facilities are available. There is no charge for the weekend, however, we do ask for a donation to help to cover food costs. Volunteer Fridays are a nice 'taster session' if you want to see what it is like, they are typically held every other Friday but please contact us for confirmed dates.
  - **What do we expect?** – It is absolutely essential that places are booked in advance for these weekends/Fridays. If there is a need to cancel it is important to let us know as soon as possible so jobs can be reorganised. It is also essential that, if required, protective clothing is to be worn during specific tasks, as this removes any risk both to yourself and to others. We expect volunteers to arrive promptly in time for the induction; otherwise they may miss important information.
3. **Events** – Events are a key part to the Initiatives aims and success. They are an opportunity for the public to visit Fordhall Farm and see for themselves what we can offer. All events vary in scale and are held at throughout the year. Events vary both in size and audience; we hold family fun days, seasonal events and a family friendly festival. The role of a volunteer can vary from car parking to serving refreshments to running stalls. If a volunteer has a particular skill or idea they wish to pursue, events are an excellent opportunity for this.
  - **What do we expect?** – Volunteers need to let us know in advance if they are available for an event as this allows us to maximise their input and also increase the 'man-power (or woman-power)' we have available. Events are an opportunity for volunteers to work in shifts. Often there is an early set-up time, general activities during the day, then a clean-up time at the end of the day. Although most volunteers are present throughout,

there are plenty of chances for others to provide 'relief' for a couple of hours. It is important that we know in advance if volunteers are available so arrangements can be made accordingly.

4. **Arthur's Farm Kitchen Assistant** (subject to availability) – The tea room has been up and running since May 2010, it is a side arm of the Fordhall Community Land Initiative and helps to generate funds to continue in the running of the education programme. We serve delicious homemade meals created using local and/or organic produce.
  - **What do we expect?** – We have some paid staff in the tearoom and kitchen, however, during busy times they can do with an extra pair of hands, either serving or clearing tables. Volunteering in the tearoom, means that you would be acting as the “face” of Fordhall that day, therefore, we would expect you to be approachable, presentable and friendly. No previous experience is necessary; however, if you have worked in catering before it would be a bonus!
5. **Remote** – It is often difficult to volunteer remotely but volunteers can provide Fordhall Community Land Initiative with cakes to be used either at events to raise funds, where volunteers run a cake stall on our behalf or for volunteer weekends. Both are immensely helpful as this is a time consuming process and could otherwise be costly for the Initiative. Volunteers can also help with flyer distribution and promotion of events and courses – this can be incredibly helpful during busy periods!
  - **What do we expect?** – We usually ask for cakes to be made using local or organic ingredients if possible, but do not expect volunteers to go out of their way to accommodate this. A list of ingredients is required, particularly concerning any allergens (nuts/gluten etc). Ideally, cakes will be brought to the farm either the day before an event or working weekend or on the actual day. If bringing cakes in between events it is helpful to phone ahead to ensure we have sufficient freezer space. It is important that we know in advance what volume to expect, particularly regarding the volunteer weekends, so we can plan around this. At events, cakes are sold by the slice and all proceeds are donated to be reinvested in the Initiative for future projects. More cakes means more funds raised! This is an easy, non-committal way of people volunteering from the comfort of their homes while still making a huge difference to the success of the Initiative. For volunteering with the flyer distribution, we would ask that volunteers collect flyers/posters from us and distribute them to local shops, schools, community centres, social venues etc...
6. **Youth Volunteering** – We are introducing specific days and weekends tailored to volunteers from the age of 12. These are less frequent and have fewer spaces due to the level of supervision required – early booking advised! Please contact me for more details.
7. **Corporate Volunteering** – If you wish to bring a corporate group I would be delighted to discuss this with you.

## Volunteer Stories

*"I love giving something back, both to the environment and the community. I enjoy being outside, whatever the weather and am usually seen during working weekends covered in mud; my jeans stand up by themselves after a muddy weekend on the farm. I have even started asking for the muddiest jobs! I would definitely recommend it to everyone, whether you work in an office and fancy a new challenge or love the outdoors. When I started volunteering on the farm, I was quite shy, but I have met new people from all walks of life and really built my confidence!"* **Nim Boulton**

*"Volunteering at Fordhall Farm couldn't have come at a better time for me. I had been job hunting for months with no luck. Every job I applied to said that they couldn't take me on because I had very little experience. Volunteering at Fordhall has given me the opportunity to gain vital experience in an office environment as well as learning about organic farming. I have made new friends and developed a network of contacts that I would never have come across otherwise. I try to go as often as I can. I really enjoy being there, there's never a dull moment and everyone has a laugh."* **Becky Edwards**



*"Those who can, do. Those who can do more, volunteer"*  
Anon.

## **Extra bits of information you need to know!**

### **Refreshments**

- Tea and coffee is provided free of charge in the office or bunkhouse. If you are volunteering over lunchtime, then please bring a packed lunch. You can of course eat in the tearoom too – please see below for more details.
- As a way of saying thank you for the valuable time that you give us, we offer our volunteers a 50% discount in the tearoom from anything on the menu, on the day they are volunteering. You can get a discount card from the office– just ask!

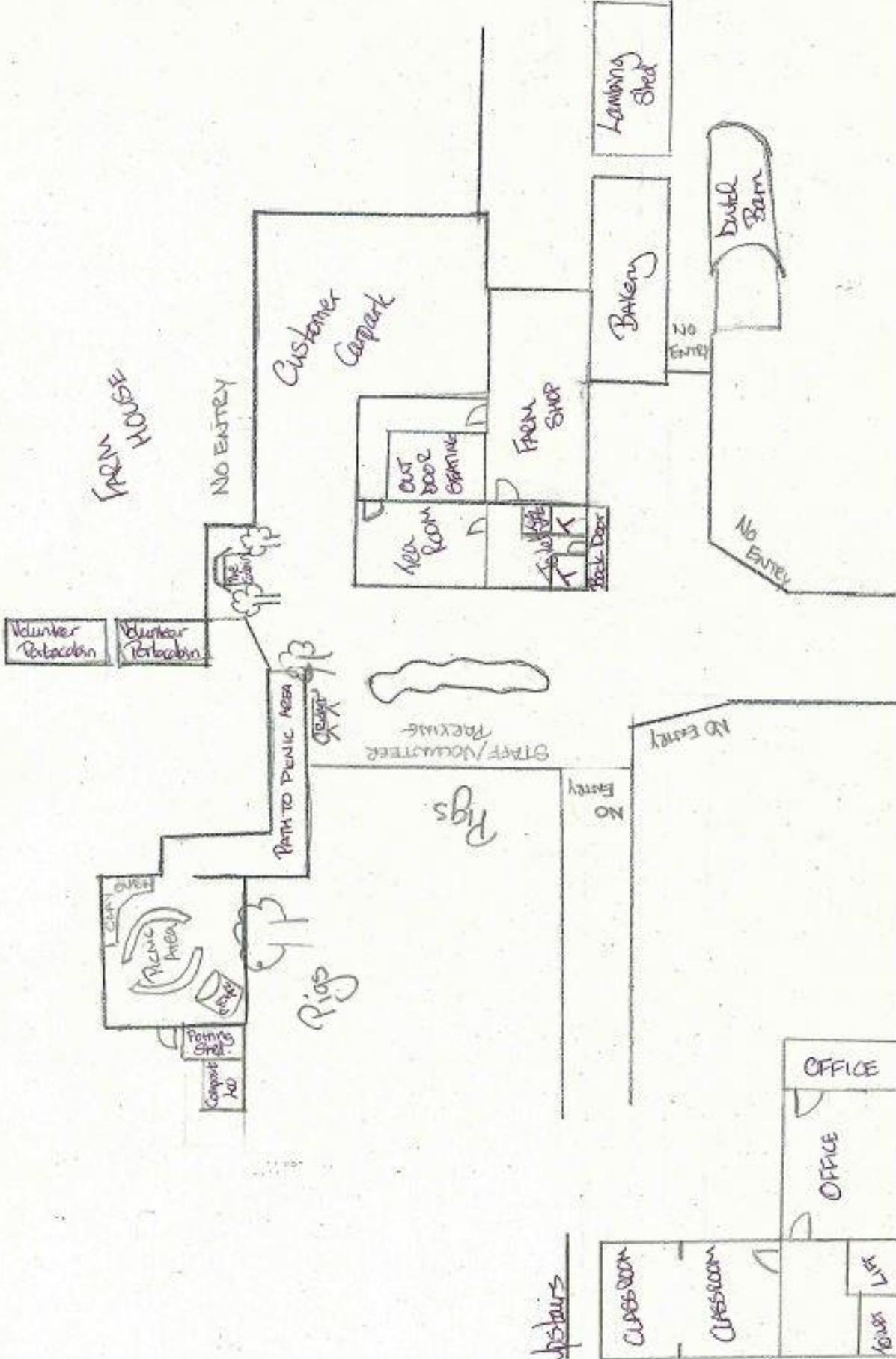
### **Expenses**

- We will repay any expenses for items purchased for the FCLI paid for by you when you provide a valid receipt.
- We can repay travel expenses, if you wish to claim them.
  - Car mileage can be claimed at 40p/mile
  - Public transport can be claimed for standard class travel along with a valid receipt/ticket
  - Taxi fares can be claimed along with a valid receipt
- If you decide not to claim the travel expenses, you can choose to donate them to the FCLI, which can also be Gift Aided. Should you choose this option, please fill in the travel expenses form and sign the declaration at the top. The FCLI will then seek to recover 25% of the donation from the HMRC – give more at no extra cost to you! ☺

### **Monitoring, procedures and evaluation**

- At the end of your day at Fordhall, please sign the Volunteer Hours sheet. These hours help us to keep track of the valuable time volunteers spend with us; they can also be used to help us when applying for funding. The sheet is situated on the Volunteer's Shelf in the office.
- Information about all volunteers will be kept confidential and in accordance with data protection legislation and will be accessible only to those involved with the support of the volunteers. Anyone volunteering in the office will be asked to sign a confidentiality agreement.
- The FCLI tries hard to ensure that all volunteers have an enjoyable experience in all volunteer roles. Please be aware that you may be working closely with other volunteers who may have different needs and sensitivities to you.
- The FCLI's disciplinary procedures manage misconduct, these procedures are in place to help and encourage you to achieve and maintain standards of conduct and performance.
- Should you have any grievances relating to your role as a volunteer, the FCLI would hope that you feel comfortable to discuss this with your Volunteer Manager (Brian Hainsworth). If you feel you need to discuss the issue with a higher authority, please feel free to talk to FCLI Manager Charlotte Hollins.
- If you continuously volunteer at Fordhall over a 6 month period, we will do an informal appraisal with you, this is just to make sure that you are happy in your position here and to find out if we need to make any changes.

Not to Scale



## **Fordhall Farm Team**

### **Office**

Charlotte Hollins – FCLI Manager  
Marie Gibson – Deputy Manager  
Nicola Syred – Enterprise Support Officer  
Membership & Legacies – Kate Bevan Wood  
Marketing – Liz Peck

### **Outdoor Activity Leaders**

Bex Syrett – Community Gardening Co-ordinator / Care Farm Manager  
Wendy Murray / Mike Grabarz – Youth Workers

### **Arthur's Farm Kitchen**

TBC – Chef  
Nina Elizabeth – Manager  
Gill – Cleaner  
Wendy Marshall – Cake Baker

### **Farm Shop**

Ben Hollins – Farmer  
Jules Pimlot – Shop Manager  
Jarod – Butcher  
– Shop Assistant  
Chris – Baker

### **Dogs**

Poppy Dog



# Fordhall Farm Values

## 1. Muck in

**It's a team effort, so we all support each other to make it work**

We all take individual responsibility for our work, but collective responsibility for achieving our vision and delivering our mission

We spot problems and try to resolve them with the help of others e.g. everyone keeps the farm tidy

We support each other wherever we can, even if it is not part of our day job to do so  
We understand that it is not about individual success but everything is a team effort



## 2. Gather the flock

**We encourage and support everyone, from anywhere to get involved**

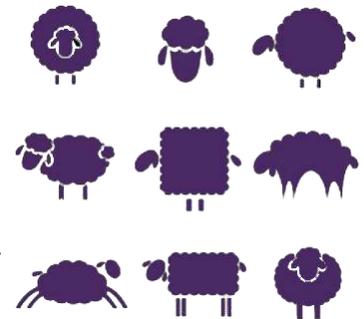
We actively find ways to involve those we find hardest to engage

We are kind and welcoming and deliver exceptional customer service

We respect each other's views and experience, and are open and honest with each other about what we think and feel

We are open and honest with our customers

We are passionate about sharing what we do on the farm, what we know and what we have learnt  
In Ben's Event Catering business, we support British farmers by sourcing our produce direct from them where possible and by providing an opportunity for them to cater at large events



## 3. Plant the seed

**We're always up for trying out new things, growing together and sowing ideas for others to follow**

We are always looking to learn from others and try out new ideas

We are not afraid to do big, bold things

We want to be a beacon for others to learn from, setting good examples and spreading the message  
We are not afraid of making mistakes if they are a result of trying something new and we do want to learn from them



## 4. Love mother nature

**We care deeply about respecting and protecting our natural environment and we want to share this passion**

We have a clear sourcing policy, which respects animal welfare and the environment  
Show respect and care for animals we rear at Fordhall Farm, ensuring they have happy and fulfilled lives.

Promote sustainable farming

Actively enrich the farm for the benefit of biodiversity

Make every effort to 'reduce, reuse and recycle' to respect our finite resources

We are mindful of using cleaning products that respect nature



We will use biodegradable packaging, avoiding use of plastic where possible and feasible, and using compostable packaging as much as we can

## 5. *Be a place in the sun*

**We want to have fun, creating memorable experiences  
which engage hearts and minds**

Inspire and encourage people through experiences and the passion in the stories we and others tell

Keep a certain 'quirkiness' in the way we communicate and present ourselves

Make sure we are a happy place to work by spending time together and valuing each other



**IF YOU WANT TO JOIN US PLEASE COMPLETE THE FORM BELOW AND  
RETURN TO US**

## NEW VOLUNTEER FORM

- All information disclosed is kept confidential.
- A hardcopy and an electronic copy are kept of the information given on this form.

<b>Name</b>	
<b>Date of Birth</b>	
<b>Occupation</b>	
<b>Address</b>	
<b>Post Code</b>	
<b>Telephone Number</b>	
<b>Mobile Number</b>	
<b>Email</b>	

<b>Next of Kin: Contact Name</b>	
<b>Contact Number</b>	
<b>Relationship with Contact</b>	

**Are you a Shareholder in Fordhall Community Land Initiative? Yes / No**

How did you hear about Fordhall Farm? .....

Have you volunteered anywhere before? If yes, what makes you want to volunteer?

.....

Why did you choose to volunteer at Fordhall? .....

Do you have any additional needs we need to consider when allocating you your jobs? .....

.....

Medical Conditions

Do you have any medical conditions which may affect your work or that we might need to know about?

.....

Do you take any medication which we may need to know about in the event of an

emergency? .....

Do you have any **dietary requirements**? .....

Would you like to be added to our Volunteer Facebook Group Y / N

I hereby give permission for any resulting photographic images taken of myself taken at or in conjunction with Fordhall Farm to be used in the promotion of Fordhall Community Land Initiative and Fordhall Farm

(Please Sign) \_\_\_\_\_