

## Volunteer Role Description:

### Project details:

#### What is ACE Benthg?

ACE Benthg is a Library of Things where people can borrow at a low-cost. It's part of the larger Benthg-Cymru network (Benthg means to borrow in Welsh).

#### What are we trying to do?

Benthg wants to make borrowing as easy as popping out for a loaf of bread! So that people borrowing instead of buying.

#### Why?

We know that borrowing saves people money because they don't need to buy. It saves storage space and importantly, it saves the planet by reducing waste.

#### How does it work?

People can borrow from our online catalogue at [ace.benthg.cymru](http://ace.benthg.cymru) and membership is free. Items usually cost around £3-£5 to borrow for 7 days.

ACE Benthg has an electric van so that we can deliver all over Cardiff, pick up donated items, run events and support some Repair Cafes around Cardiff.

**Volunteer Role** – Driver (Age 25 years+)

**Project Lead** – Naomi England, Volunteer Co-Ordinator and Richard Hawkins, Project Co-Ordinator

**Venue** – ACE - Dusty Forge

**Time** – Between 2-6 hours per week. Tues 10.30 – 12.30. Fri 10.30-12.30. Sat 10.30-12.30. But we can be Flexible on days and times.

#### Desired Skills –

- Full Driving License (If there are points on your licence we will need to check with our insurance provider.)
- Ability to work as a team
- Good customer service skills
- Ability to use our online check out service for items

#### DBS / Specific training required?

We will provide training on our check-in and check-out processes and our online system.

#### Time Credits?

Yes

### **Volunteer responsibilities:**

- To load items into the van ready for delivery.
- To plan a time efficient route for deliveries
- To provide good customer service when delivering / collecting items
- To ensure the correct processes are followed when delivering and collecting
- To check items in / out on the computer system
- Occasionally you may be asked to deliver the van to another volunteer / pick up from another volunteer and may need to take public transport / get a lift or taxi back to Dusty Forge – this would be discussed and arranged when necessary.

### **Project lead responsibilities:**

- To manage safeguarding processes
- To manage driving rota
- To ensure items are ready to be loaded and volunteer driver is briefed
- To be available for any queries or issues