



Collections Team Member

Application Info Pack

Thank you for your interest in working with us at Bristol Wood Recycling Project (BWRP). This application pack includes everything you need to know about the role, what it's like to work here, and how to apply.

Equal Opportunities:

We know we're not a perfect organisation, but we're committed to building an inclusive workplace and actively challenging discrimination in all its forms. We warmly encourage applications from people of all backgrounds, identities and life experiences, particularly those underrepresented in our team.

Volunteer Applicants:

A number of our current staff began as volunteers and we're proud to offer genuine pathways into employment. At the same time, all job applications are assessed equally and fairly, based on the requirements of the role and the needs of the co-op.

About BWRP & Our Values

Bristol Wood Recycling Project (BWRP) is a not-for-profit multi-stakeholder cooperative (a combined membership of employed workers and non-employed supporters). We collect waste wood from across Bristol and the surrounding area and give it new life, either by selling it directly to the public from our timber yard, or transforming it in our carpentry workshop into bespoke furniture and other products.

As well as tackling wood waste and promoting reuse, we create space for people to connect, learn, and build confidence and skills. We offer inclusive employment and volunteering opportunities, and aim to make our yard a welcoming and supportive place for everyone.

Being a cooperative, we are self-managed and collectively run. This means that after passing probation, all staff are invited to become co-op members and take part in shaping the direction of the organisation through democratic decision-making. We follow the **Values and Principles of the International Co-operative Alliance**. You can read more about these co-operative principles on their website here: [Co-op values and principles](#).

BWRP Aims:

1. Save resources from waste
2. Provide affordable timber to the local community
3. Create opportunities for inclusion, connection and skill-building
4. Remain financially independent and mission-led

BWRP Values:

1. **Resourcefulness** – Making the most of what we have
2. **Openness** – Communicating honestly and reflectively
3. **Empowerment** – Supporting others to take action
4. **Learning** – Staying curious and adaptable
5. **Wellbeing** – Prioritising care for people and planet

Job Description

Job Title: Collections Team Member

Hours: Monday, Tuesday, Wednesday plus alternating Fridays (3.5 FTE) (8.45am–5.15pm)

Salary: £19,776 per annum (£28,252 FTE)

Start Date: TBC - the role will likely be available from late October or beginning of November

Job Summary

The Collections Team plays a vital role in Bristol Wood Recycling Project's mission to save timber from waste and promote reuse. As a Collections Team Member, you'll support the safe and efficient running of our wood collections service - collecting, sorting, and redistributing reclaimed wood across Bristol and beyond.

You'll work closely with the Collections Coordinator and other team members to organise and carry out daily collections and deliveries, maintain vehicles, and provide great customer service to clients. The role involves both driving and physical work, and requires attention to safety, communication, and teamwork.

You'll also work alongside and support volunteers in the yard and on collections, helping create a safe, inclusive, and welcoming environment. While this is primarily a practical role, you'll be part of a co-operative organisation where everyone contributes to decision-making and the shared running of the project.

This is an ideal role for someone who enjoys hands-on work, being outdoors, and contributing to a meaningful environmental and social mission.

Job Responsibilities

Operations (Collections Team)

- Drive BWRP vehicles to carry out collections, deliveries, and disposal of timber.
- Handle customer enquiries professionally and consistently.
- Support the Collections Coordinator to plan daily and weekly collection schedules.
- Follow all Health & Safety procedures in on- and off-site operations.
- Induct, train, and support "Driver's Mate" volunteers.
- Complete required paperwork and digital records for collections.
- Assist with vehicle maintenance and cleaning as needed.
- Communicate effectively with site and shop teams.

Business Development

- Support the Collections Team in maintaining professional relationships with clients and partners.
- Assist with pricing, quoting, and data recording for collections.
- Help identify new collection opportunities and monitor local building and development activity.
- Contribute to the ongoing development of the collections service.

Vehicles

- Support the Collections Coordinator in ensuring vehicles are compliant and safe, including MOT, tax, maintenance, and appearance.

Volunteer Supervision

- Work collaboratively with the Volunteering Coordinator to involve volunteers safely and inclusively.
- Support volunteers during collections and site work, providing guidance and supervision.
- Uphold Health & Safety and equality standards for all volunteers.

Administration

- Act as a secondary contact for customer and supplier enquiries via phone and email.
- Assist with quotes, scheduling, and collections documentation.

Shop Duty

- Provide occasional cover in the shop during weekdays or on the Saturday rota.

Co-operative Working

- Work respectfully and collaboratively with co-op members.
Attend meetings held during normal working hours.
 - Share general responsibilities such as cleaning and maintaining workspaces.
 - Uphold BWRP's policies and procedures, including equality, inclusion, and safeguarding.
 - Support our co-operative structure by upholding the International Co-operative Principles.
 - After probation, take part in collective decision-making as a co-op member.
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Person Specification

Below are the qualities, skills, and experience we're looking for in candidates for this role. We'll use these criteria when assessing applications, so they're a useful guide for how to structure your answers and what to highlight.

Essential points are requirements for the role, and you should aim to show how you meet each one. **Desirable** points are an advantage, but we don't expect everyone to have them, so don't be put off from applying if you don't tick every box.

Experience	Essential	Desirable
Experience of driving and operating vehicles safely (Full UK Driving Licence required)	✓	
Experience working in a practical, physical or outdoor role	✓	
Experience working with customers, clients, or the public	✓	
Experience handling enquiries, quotes or bookings		✓
Experience working within construction, recycling, or waste industries		✓
Experience of volunteering or working alongside volunteers		✓
Experience working with people from diverse or excluded backgrounds		✓
Experience supervising or supporting volunteers		✓
Experience with vehicle maintenance		✓

Skills	Essential	Desirable
Competence in manual handling; physically able to lift, load and work outdoors in all weathers	✓	
Ability to follow Health & Safety procedures and maintain safe working practices	✓	
Good communication skills (in person, on the phone and by email)	✓	
Ability to work as part of a team and communicate with colleagues across the site	✓	
Ability to manage a varied workload and prioritise tasks effectively	✓	
General IT literacy (email, basic documents use of online forms)	✓	
Confidence engaging with businesses and customers professionally		✓
Knowledge of wood, timber, reclamation or salvage		✓
Familiarity with waste management practices or legislation		✓
Confidence supporting training or induction of volunteers		✓

Personal Attributes	Essential	Desirable
Commitment to sustainability and the reuse of resources	✓	
Understanding of the aims and values of BWRP	✓	
Friendly, polite, and able to work inclusively with a wide range of people	✓	
Organised, reliable, practical and adaptable	✓	
Resilient, with a positive “can-do” attitude	✓	
Self-reflective and able to learn from experience		✓
Understanding of co-operative values and principles		✓

How to Apply

1. Please read this pack carefully before applying.
2. Download the **Application Form** separately, either from our website or the job listing where you downloaded this document.
3. Use the **Person Specification** in this document to guide your responses and show how you meet the essential and desirable criteria.
4. Once complete, return your application form by email or post:
 - **Email:** recruitment@bwrp.org.uk
 - **Post or in person:**
BWRP, Unit 4 William Street, St Philips, Bristol, BS2 0RG
(Mark your envelope "Recruitment")

Key Dates:

- **Deadline for applications:** 9am, Monday 12th October 2026
- **Shortlisted applicants notified by:** Friday 16th October 2026
- **Interviews:** The following week
- **Trial shifts (paid):** The week after that
- **Start date:** TBC - the role will likely be available from late October or beginning of November

Questions before applying?

We're happy to chat. Give us a call on **0117 329 4319** or email recruitment@bwrp.org.uk
