

The Royal Pavilion & Museums, Brighton & Hove

VOLUNTEER STRATEGY AND POLICY



Brighton & Hove Museums

October 2008

Updated July 2009

A Volunteer Strategy and Policy for the Royal Pavilion & Museums, Brighton & Hove

1. Volunteer Strategy

Our **Strategy for Volunteers** encompasses:

- **Investment:**
The RP&M will invest in volunteer management and co-ordination, infrastructure, equipment and programme development to enhance volunteer involvement, ownership and performance.
- **Support**
The RP&M will provide professional and comprehensive support for its volunteers including training, benefits, and information leading to a balanced and connected relationship.
- **Opportunity**
The RP&M will provide a variety of opportunities for voluntary placements and positions for all members of the community wherever professional procedures and practices allow. A number of Traineeships will be made available to young people who want to pursue a career in museums and galleries.
- **Diversity**
The RP&M will operate its Volunteer Policy recruitment procedures without discrimination and according to the Equalities Policy of the Brighton & Hove City Council and through initiatives seek to address issues of imbalance. Partner organisations will be sought to recruit volunteers from communities which are less well represented in our volunteer workforce.
- **Sustainability**
The RP&M will seek to operate its Volunteer Policy in ways that will ensure an extended sequence of volunteer opportunities from year to year and within as many parts of the organisation as possible, thus cementing our relationship with local communities.

The Volunteer Policy below outlines the ways in which we intend to operate this strategy.

2. Volunteer Policy

Throughout this document, RP&M should be read as meaning the Royal Pavilion & Museums Division of the Brighton & Hove City Council, Cultural Services Department.

1. Introduction

- 1.1** In the realisation of the RP&M goals and objectives, the widest sense of public consent and participation in its activities is encouraged.
- 1.2** Through voluntary work it is possible for many people in the community to demonstrate their support for the work of the RP&M, to develop an understanding of that work and to develop new skills and knowledge as a result.
- 1.3** This policy describes the intentions of the RP&M in its relations with volunteers
- 1.4** In adopting this Policy, the RP&M gratefully recognises the value and contribution of all its voluntary workers.

2. Aims

- 2.1** The RP&M aims to provide opportunities for people who wish to do voluntary work within the framework of our activities.
- 2.2** This policy aims to give guidance and direction to RP&M staff and volunteers alike involved in voluntary activities.
- 2.3** This policy aims to demonstrate the processes involved in working with volunteers as well as describing the responsibilities of the RP&M towards its volunteer workforce and the responsibilities of the volunteers themselves.
- 2.4** The RP&M will actively seek partnerships with organisations, which may recruit members of the community on our behalf for voluntary or part-time placements to support studies or other activities.
- 2.5** This policy does not apply to job placement opportunities provided by or with partner organisations and which may be paid.

3. Principles

- 3.1** In the present context, volunteers are people who wish to offer their time, energy and skills on behalf of the RP&M.
- 3.2** Voluntary work is unpaid and undertaken by choice.
- 3.3** The RP&M undertakes to organise the work of volunteers effectively and to look after their well-being while engaged in work on behalf of the organisation.
- 3.4** The relationship between volunteers and the RP&M is one of trust, respect and mutual understanding. There are no legally binding contracts.
- 3.5** The RP&M reserves the right to review and alter this Policy at its discretion.
- 3.6** The RP&M accepts the services of volunteers on the understanding that their services are received at its discretion and that it reserves the right to terminate a relationship with any volunteer at any time for any reason.
- 3.7** Volunteers are not substituting for paid employees and volunteers are not given tasks that would normally be undertaken by paid employees.
- 3.8** Volunteers will not receive any remuneration or expenses but may receive reimbursements for any costs incurred while engaged on work for the RP&M.

4. Volunteer expectations

- 4.1** Volunteers should expect to undertake meaningful and enjoyable work in safe working conditions
- 4.2** Volunteers will know what is expected of them and be given clear information and receive an appropriate induction to the RP&M.
- 4.3** The RP&M will indemnify volunteers and hold them free from liability or civil liability to any person as the result of personal injury, loss or damage arising from the execution of tasks assigned to them on any RP&M premises. This indemnity will not apply where a volunteer acts recklessly or in bad faith.
- 4.4** Volunteers will expect to have the support of the Training & Volunteer Manager and to receive information from time to time about the work of the RP&M.
- 4.5** Volunteers should expect appropriate supervision from a named member of staff who will act as their manager for the duration of their time spent as a volunteer, unless there are changes in work undertaken or to staff structures and responsibilities.
- 4.6** Volunteers will receive a security approved name badge
- 4.7** Volunteers will be notified of any appropriate training opportunities and will be encouraged to take advantage of such opportunities as they arise.
- 4.8** Volunteers should expect to feel part of a committed and dedicated team and be recognised for their achievements.

- 4.9 The RP&M will provide references for volunteers when requested through an appropriate member of staff.

5. Volunteer requirements

- 5.1 Potential volunteers will be required to complete a Registration Form and attend an interview
- 5.2 Volunteers will be expected to submit to any appropriate health screening to determine their suitability for particular tasks and to respect the requirements of any Risk Assessments they may meet with.
- 5.3 Volunteers will be expected to truthfully declare any criminal convictions and expect record checks to be carried out through the authorities, together with extra checks if working with children.
- 5.4 Volunteers who are enabled to work with children must read and conform to the guidelines of the Child Protection Policy.
- 5.5 We ask volunteers to commit to an agreed timetable of work and work to that timetable, following agreed procedures and methods.
- 5.6 We ask all volunteers to uphold the name and good reputation of the RP&M and to act in its best interests at all times and to declare any conflicts of interest which may occur.

6. Volunteer recruitment and selection

- 6.1 The RP&M will publish and maintain an account of the volunteer opportunities and programmes and keep these under review.
- 6.2 Potential volunteers will be expected to apply for particular positions as and when they are available and understand that certain positions will only be available for limited periods of time.
- 6.3 The current Equalities Policy of Brighton & Hove City Council will apply throughout the recruitment process.
- 6.4 Volunteers will be placed according to the availability of volunteer positions and volunteer skills, talents and interests. We will request references for volunteers in all cases.
- 6.5 Recruitment for Trainees will be operated differently – see 8.1 below.
- 6.6 Volunteers recruited by Partner organisations (see 9. Below) will be subject to this Policy.

7. Volunteer management and co-ordination

- 7.1 The co-ordination of volunteer recruitment, selection, placement and management will be through the Volunteer & Training

Manager. Day to day enquiries about any issues concerning the work of a volunteer not immediately concerned with the tasks in hand should normally be directed to his office.

- 7.2 Records and databases will be kept and maintained for the purposes of internal management and communication but within the requirements of the Data Protection Act will not be disclosed to any third parties. Personal records will however be kept for a period of 5 years after a voluntary period of work has ceased for purposes of reference only.
- 7.3 Overall responsibility for the management, operations and review of the Volunteer Programmes remains with the Head of Museums & Royal Pavilion, and on a day to day basis with senior paid staff and the Training & Volunteer Manager.

8. Traineeships

- 8.1 At least four Volunteer Traineeship positions will be offered each year, with recruitment normally taking place twice per year for two positions. Each Traineeship will last for between 4 and 6 months and require each Trainee to volunteer a minimum of 2 full days per week, details to be negotiable.
- 8.2 Trainee positions will be in addition to other volunteer positions and will be kept vacant if no recruitment has taken place.
- 8.3 Each Trainee will spend an agreed period of time working for different sections of the Division, depending on the interests of each Trainee.
- 8.4 The RP&M will provide free of charge certain elements of training, encourage attendance at meetings, shadowing and other suitable opportunities as will from time to time occur.

9. Partnership Organisations

- 9.1 We will seek relationships with appropriate organisations that are able to recruit and select people for voluntary positions with the RP&M for mutual benefit.
- 9.2 The volunteer positions will normally be those available to anyone and therefore only be offered if vacant.
- 9.3 Volunteers recruited and selected by Partner organisations will otherwise be subject to this Policy.

10. Policy Review

- 8.1 This Policy will be reviewed not less than once every 5 years.