

VOLUNTEER POLICY

Revision	Revision Date	Owner	Reference	Comment
01	January 2014	HR Manager	HR-POL-009	Format Revised
02	November 2015	Visitor Services Manager	HR-POL-009	Content revised for new scheme
03	December 2015	Visitor Services Manager	HR-POL-009	Content revised following consultation with HR
04	August 2016	VSM	HR-POL -009	Procedure revised to meet RA Safeguarding Standards
05	February 2017	VSM	HR-POL-009	Included clear policy statement in line with Volunteer Handbook. Removed guidance now in supervisor handbook
06	October 2019	VSM	HR-POL-009	Routine Review
07	Nov 2021	HVO	HR-POL-009	Routine Review

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1 INTRODUCTION

The ultimate purpose of the Royal Armouries is to excite and educate the public about arms and armour. The Royal Armouries aims to provide a public benefit through interaction with the collection. The Armouries actively encourages participation by its audience and has committed to develop further opportunities for public participation and involvement in activities. This policy marks the expansion of the volunteering programme as per the Corporate Plan.

2 PURPOSE

The purpose of the policy is to provide a path by which members of the community can interact with the Royal Armouries Collection and sites by volunteering for specific assignments. The nature of the assignment must fulfil both the museums and the volunteers needs and must be fully supported by the relevant department.

3 SCOPE

A volunteer is a person who undertakes agreed activities on behalf of the Royal Armouries without financial expectations or a contract of employment, for their own benefit and that of the museum. There are a number of terms for varying levels of voluntary engagement. A glossary of these terms is laid out in Appendix 1. This policy relates only to traditional volunteers, defined in the Glossary.

4 RISK

The associated risk of non compliance of this policy is:

Impact of non-compliance: LOW

Likelihood of non-compliance: LOW

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Royal Armouries Volunteer Policy

As an organisation we define volunteers as people who freely give their time to help us achieve our overall purpose. Although not bound in an employment contract, we expect all of our volunteers to sign our Volunteer Agreement at the start of each assignment to ensure that volunteers always know what is expected of them and what they can expect from us in return.

When recruiting we will create a specific *volunteer assignment* for volunteers to best understand the opportunities available and exactly what they entail. We will actively recruit volunteers who are suitable for the opportunity. Consideration will also be given to what the volunteer wishes to gain from the role. Volunteers give their time and expertise for many different reasons: some enjoy the social side of working with others, some want to make our collections and sites more accessible and others might want to gain new skills for career development.

A volunteering assignment with us is a chance to:

- Boost your CV
- Gain new skills and knowledge
- Indulge your interests
- Make new friends
- Build networks
- Support our cause
- Inspire others

As a volunteer with Royal Armouries you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering, underpinned by policies and procedures
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- An induction and opportunities to undertake appropriate training
- A named contact for support
- Relevant and up to date information and advice

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- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses (in line with the Royal Armouries Expenses Policy)
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims, objectives and values
- Abide by and operate within the applicable policies and procedures
- Remember that you represent the Royal Armouries
- Reach a shared understanding with us summarising your role and commitment
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive

The Royal Armouries will not take on volunteers under the following circumstances:

- To fulfil a post that exists in the museum's staffing structure as a paid post
- Where there is no volunteer assignment that is suitable for the skills and experience of the volunteer
- Where there is no suitable member of staff to act as the assignment supervisor
- Where the administration costs cannot be met by the budget
- Where the applicant is under 16 years of age (if volunteer is aged 16 or 17, a young person risk assessment will be required and will be subject to safeguarding considerations)

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- Where the proposed volunteering period exceeds 12 months without a new Authority to Engage Volunteers being completed and authorised
- Where there is a mitigating issue that may otherwise bar an assignment.

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APPENDIX 1 – Glossary of Terms

Term	Definition
Volunteer	Volunteers freely give their time to an organisation and, although not bound by a contract of employment, should sign a Volunteer Agreement at the start of their assignment.
Work/student Placement	Placements are often undertaken during University courses and are structured, often with some form of integral assessment.
Work Experience	Short-term experience for pupils still in education – usually, but not limited to, students aged 15-16. Work is often shadowing as opposed to robust tasks.
Unpaid Internship/traineeship	Longer-term experience for students or trainees to work to gain experience or towards a qualification. This will mainly be taken outside of the University term and interns/trainees will be set tasks to contribute to company projects. Contracts may be required for these roles.

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APPENDIX 2 – Volunteer Agreement

As a volunteer with Royal Armouries you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- An induction and opportunities to undertake appropriate training
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses as detailed in the Volunteer Policy and Procedures
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims, objectives and values
- Abide by and operate within the applicable policies and procedures
- Remember that you represent Royal Armouries
- Reach a shared understanding with us summarising your role and commitment
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive
- Read and acknowledge the below statements -
 - I have read and agree to the Royal Armouries Volunteer Policy
 - I will respect the confidentiality of information that I may come into contact with during my assignment in relation to the Data Protection Act
 - I have been suitably advised with regard to health and safety matters at Royal Armouries and will ensure to take reasonable care for myself and others
 - I agree to undertake any necessary training as required by statute
 - I understand that the Royal Armouries may choose to undertake a Standard Disclosure (depending on the nature of the assignment) and that my assignment may end or change in nature as a result of the disclosure
 - I understand that my photograph may be taken from time to time during my volunteering assignment and that the Royal Armouries will ask my permission before using the images for advertising/promotional purposes. I will inform the Royal Armouries if I do not wish to have my photograph taken.

Volunteer Signature: Date:

Supervisor Signature: Date:

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