

## VOLUNTEER POLICY

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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

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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.

## 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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## VOLUNTEER PROCEDURE AND GUIDANCE

### Purpose

The following guidelines deal with the practical aspects of volunteer involvement.

### Scope

This procedure assists staff in the practical processes which must be undertaken when using volunteers.

### Identifying volunteers and volunteer opportunities

When recruiting for paid workers the museum seeks to find a person with the skills, knowledge, attitudes and experience required to fulfil a person specification. A similar approach will be used for volunteers whereby a specific volunteer assignment will be created for volunteers to best understand the opportunities available and exactly what they entail. We will actively recruit volunteers who are suitable for the opportunity.

Due consideration should 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 or for career development. Social outlets will be set up for volunteer's cross-department to encourage integration and allow for social interaction between volunteers in different roles.

- Managers must complete an Authority to Engage Volunteers (Appendix 2) which should be signed by the recruiting manager, the appropriate director, HR and the Volunteer Co-ordinator (c/o Visitor Services Manager). Managers should also complete an assignment profile and forward it to the Volunteer Co-ordinator (care of Visitor Services Manager) who will assess that it fulfils the criteria for a volunteer. The assignment profile must state the length of the volunteering assignment, what tasks will be undertaken and the minimum hours required (if applicable). HR will then set up the assignment on Networx and advertise the volunteer position. Suitable candidates can then be invited into the museum for interview with their assigned supervisor.
- Where a volunteer assignment is to be advertised externally, only no-cost options will be used. A wide variety of external resources will

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be used, as will the museum's website. This will allow us to ensure that no communities are excluded from the opportunity.

- Volunteers will be identified without regard to gender, disability, age, race or ethnicity, in line with our equal opportunities policy.
- References and security clearances at the appropriate level will always be sought. Applicants who refuse background checks may be refused the opportunity to volunteer.
- Royal Armouries will be conscientious in dealing with matters relating to safeguarding. This is with regard to safeguarding our young and vulnerable volunteers and ensuring that appropriate checks are undertaken where required.

### **Induction and training**

All volunteers will receive a general induction (Appendix 3) covering housekeeping issues, health and safety, the vision and purpose of the Royal Armouries, and the specific requirements of the volunteer assignment.

All assignments must be suitably risk assessed. This is the responsibility of line managers to assess and communicate.

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The training and methods for delivering such training will be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer.

It is the responsibility of the assignment supervisor to ensure the above is carried out in line with the volunteer induction checklist.

Volunteers will also be invited to take part in generic museum training events as and when appropriate.

### **Supervision**

Each volunteer must have a clearly identified assignment supervisor and this person is responsible for the ongoing guidance of the volunteer. Close supervision of volunteers may be required depending on the nature of the assignment. Volunteers will also have communication with the Volunteer Co-ordinator (c/o Visitor Services Manager) for any non-assignment specific issues.

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## Records

- Recruitment records will be maintained by HR and all other records must be completed by the assignment supervisor and forwarded to HR.
- The assignment supervisor should maintain records of tasks allocated, training records, any complaints and hours contributed.
- Every volunteer (apart from volunteers engaged for a very short term) should receive at least one written 1 to 1 prior to the completion of their volunteer assignment. As the duration of assignments will differ greatly, assignment supervisors should use their discretion about the frequency of 1 to 1 reviews and come to an agreement with the volunteer about this.
- Personal records will be kept in the strictest confidence and in accordance with data protection legislation.
- Volunteers will be provided with an appropriate written reference at the end of their assignment.

## Complaints

- If a volunteer has a complaint, this should be taken seriously. In the first instance, it should be discussed with the assignment supervisor and notes made. If this does not resolve the matter, the assignment supervisor or the volunteer may want to discuss the issue with HR or the Volunteer Co-ordinator (c/o Visitor Services Manager). Should the volunteer not wish to discuss this matter with their supervisor due to the nature of the complaint, they should be encouraged to speak to the Volunteer Co-ordinator (c/o Visitor Services Manager) in the first instance.

## Discontinuing Volunteering

- Volunteers may decide to discontinue volunteering at any time and this information should be passed on to HR.
- Where appropriate, Volunteer assignment profiles will indicate the expected duration of the assignment, but on occasion assignments may last for a longer or shorter period than expected. If this occurs, assignment supervisors must inform volunteers immediately.
- If the museum feels that volunteers are not performing at the expected standard, a supervisor will discuss this with the volunteer and together, decide on a course of action and timescale to help drive improvement. Following this, if the volunteer is still unable to

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perform at the required level, then the assignment will need to be terminated or the volunteer re-assigned.

- When a volunteer chooses to discontinue volunteering at the Royal Armouries, an exit questionnaire (Appendix 4) should be completed and be returned to the Volunteer Co-ordinator (c/o Visitor Services Manager). Exit

## Expenses

- Only 'out of pocket' expenses will be reimbursed. This means reimbursing against receipts, bus tickets or mileage etc. No payments will be made where reimbursement exceeds receipted costs. It is not anticipated that any other costs will be required however, if this is the case, all expenses must be authorised before they are incurred.
- Travel and subsistence expenses for lunch etc. will run in line with the Travel and Subsistence Policy (FIN-POL-006) and will only be reimbursed if incurred as a result of tasks away from the volunteer's main site.

## Travel cards for public transport

- When calculating expenses incurred on a travel card which is also used for personal use, consideration of the following should be made:
  1. How many days per week/month is the travel card used for volunteering with the Royal Armouries?
  2. What proportion of the total cost is directly related to volunteering with the Royal Armouries?

## Private cars

- Mileage can be claimed to and from the museum and will be paid at the same rate as for paid workers. It is not possible to re-imburse petrol receipts as these will include mileage not related to volunteering. All potential mileage claims must be authorised before they are incurred. Each volunteer is entitled to claim up to £10 per day. Car park expenses will not be reimbursed.

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The museum 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
- There is no volunteer assignment that is suitable for the skills and experience of the volunteer
- There is no suitable member of staff to act as the assignment supervisor
- The administration costs cannot be met by the budget
- 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)
- The proposed volunteering period exceeds 12 months without a new Authority to Engage Volunteers being completed and authorised
- There is a mitigating issue that may otherwise bar employment.

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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 oppose 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**

**Authority to Engage – Voluntary Posts**

**1. The Post**

Assignment Title: .....

Range of Hours (if applicable): .....

Days: Sun/Mon/Tues/Wed/Thurs/Fri/Sat *(please circle the days to be worked if applicable)*

Duration: .....

No. of Positions Available: .....

Supervisor: .....

Training Required: .....

**2. Assignment Profile**

Please attach the assignment profile for this post.

**3. Opportunity Advertising** *(please indicate preferred methods)*

.....  
...

**4. Budget and Resources**

a) Is this post to be funded from a project budget                      Yes / No  
    If yes; please specify which project budget  
    .....

b) Resources:  
*(\*please note it is the recruiting manager's responsibility to ensure these are in place ready for any new voluntary position)*

Does this assignment require a workstation?                      Yes / No

    Is this already available and sited?                              Yes / No

Does this post require telephone and IT?                              Yes / No

    Is this in place, available and working?                      Yes / No

Please detail any other work place resources required for this post:

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## 5. Health, Safety and Security

Have you made arrangements for passes, sign in and any necessary training?

Yes / No

## 6. Safeguarding

What are the safeguarding implications of the activities involved and how will these be managed?

.....

What level of disclosure will be required as per the Safeguarding Policy? (please tick)

**INSERT LEVELS**

## 7. Authorisation

I have read and understood the museum's volunteering policy (please tick)

Recruiting Manager	Sign: _____	Print & Date: _____
Director	Sign: _____	Print & Date: _____
Human Resources	Sign: _____	Print & Date: _____
Volunteer Co- ordinator (c/o Visitor Services Manager)	Sign: _____	Print & Date: _____

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### APPENDIX 3

## Volunteer Induction Checklist

<b>Volunteer:</b>	<b>Start Date:</b>
<b>Assignment:</b>	<b>Dept:</b>
<b>Assignment Supervisor:</b>	<b>Site:</b>

<b>Pre-Employment</b> – Line Manager/Supervisor responsible for the following	Notes and tick when complete
Download Induction pack & guidance from G:\04.1 Human Resources/Volunteering	)
Assign and brief supervisor if applicable	)
Inform other members of the team and other departments of the start date. E.G H&S for Risk Assessment inc. if under 18, IT, Security	)
Order essential equipment/clothing including any aids and adaptations	)
Allocate desk space, chair, telephone, PC, IT log on, Lockers and storage if required taking in to account access requirements	)

<b>FIRST DAY – WELCOME</b> – with Volunteer Co-ordinator	Notes and tick when complete
Welcome from supervisor and introduce to team and other key people	)
Escort through the building layout to include – catering, lockers, toilets, storage, meeting rooms and security arrangements etc.	)
Demonstrate location of fire exits, fire wardens, and inform of evacuation procedures inc- use of lifts	)
Discuss location of First Aid boxes, First Aiders and accident reporting	)

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procedures					
Allocate uniform (if required) and arrange photo/security pass and keys (if needed)	)				
Handover to Assignment Supervisor (AS) to describe assignment profile					
AS – Discuss what the assignment aims to achieve	)				
AS – Discuss what the volunteer hopes to gain from the opportunity	)				
AS – Allocate first pieces of work and the training to do so	)				
	)				
AS – Discuss values, standards, opportunities for feedback	)				
AS – Discuss absence reporting and refer to Attendance Management Policy	)				
	)				
AS – Discuss procedure for making expense claims, travel & subsistence and volunteering policy	)				
AS – Discuss key points of H&S Policy (explain Safety Media set up about online modules)	)				
AS – Discuss key points of Safeguarding Policy					
AS – Identify any H&S requirements specific to role, inc Display Screen Equipment (DSE), manual handling etc. Supply details on this form or an attached sheet (may also be including in first week/month depending on role)	)				
Review First day progress – give opportunity to make any comments/questions					
<b>First &amp; Second Week – with Assignment Supervisor</b>	<b>Notes and tick when complete</b>				
Ensure employee attends Volunteer Co-ordinator induction	)				
Explain organisational structure &	)				
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departmental reporting lines	
Explain Internal Communications – E.G, Newsletters, RA Website, blogs, volunteering social groups and team meetings	)
Discuss policies relevant to department & refer to policy register	)
Safeguarding & Safeguarding Online Modules (if required)	)
Facilitate wider tour of the site	)
Arrange training on systems specific to the role. Supply details on this form or attached sheet ( may be included in first month – dependant on role)	)
Review First Week/Second Week progress. Give opportunity to make & ask questions	)

<b>I confirm that the requirements of Volunteer Induction</b>
<b>SIGNED VOLUNTEER:</b>
<b>DATED:</b>
<b>SIGNED ASSIGNMENT SUPERVISOR:</b>
<b>DATED :</b>

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## APPENDIX 4

### EXIT QUESTIONNAIRE FOR VOLUNTEERS

We're incredibly grateful for the work you have done and the time you have committed during your volunteering assignment with us. We are constantly trying to grow and improve so we would love to know how you feel your assignment went and hear your comments about anything that you think we did well or any improvements you would suggest for the future.

We would be most grateful if you could make time to answer the following questions as honestly as you can.

Please return to:

**Samantha Shotton (Visitor Services Manager)**  
**Royal Armouries, Armouries Drive, Leeds, LS10 1LT**

Thank you in anticipation.

#### **VOLUNTEER DETAILS**

<b>Name</b>		<b>Assignment Title</b>	
<b>Department</b>		<b>Location</b>	Leeds/Fort Nelson
<b>Start Date</b>		<b>Leave Date</b>	
<b>Total Hours Contributed</b>			

Please tick the most relevant reason as to why you are choosing to no longer volunteer with us –

Lost Interest		Too busy		Completed assignment	
Found paid employment (please give further details below)		Moved onto another volunteering opportunity (please give further details below)		Family commitments	
General dissatisfaction		Inappropriate assignment		Issues with team	
Other (please specify)					

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Further details

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How would you rate your volunteer induction? (Please circle)

Very good	Good	Average	Poor	Very poor
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How would you rate the training you received for your assignment? (Please circle)

Very good	Good	Average	Poor	Very poor
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How would you rate the support you received during your assignment? (Please circle)

Very good	Good	Average	Poor	Very poor
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How did your assignment match your expectations about volunteering? (Please circle)

Exceeded expectations	Met expectations	Failed to meet expectations
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What did you enjoy the most about your time volunteering at Royal Armouries?

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What did you least enjoy about your time volunteering at Royal Armouries?

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What do you think has been your greatest contribution to the museum and its purpose?

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Have you any suggestions for how we could enhance the volunteering experience in the future?

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How would you rate your overall volunteering experience? (please circle)

Very good		Good		Average		Poor		Very poor	
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Thank you very much for taking the time to complete this questionnaire. Your feedback will allow us to develop and improve the way we work with volunteers in the future.

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