

## Background to seeking volunteers

*Bringing Tavistock's Heritage to Life*

Charity number 10607931



The Tavistock Heritage Trust has since September 2017 sought volunteers through:

- Tavistock Heritage Helpers set up with the help of Geri Parlby (now a Trustee) and Gail Reed with their extensive contacts within the community to continue the link they had from the Tavistock Heritage Festival.
- Revisiting the list of people who visited the Guildhall during the open days when going through the community consultation process to develop the Activity Plan which formed part of the HLF submission. The method of taking contact details did not ascertain the interests of the individual or where their skills lay and the Trust is revisiting those who showed an interest to seek clarification.
- At each event that the Trust has held in 2017 trustees talk about the trust and its 'Objects' and visitors have given their contact details and where their skills and interests lie such that a comprehensive lists is being created from which the Trust will be able to fit volunteers with various roles to ensure their enjoyment as well as ensuring successful outcomes for the Trust.

From 2018:

- All events held in 2018 will follow the same procedure started in 2017.
- The Trust will be attending local events run by other organisations and seek to publicise its work and to search for further volunteers.
- The Trust's web site has the facility to register interest as a volunteer and this is being successful.
- The Trust is registered with the West Devon Volunteer's bureau and will, when positions require other skills than those already known, use this to advertise the position.
- The Trust will continue to use the network of links it has set up in the last six months with other community organisations to seek volunteers.
- Once permission to start has been given by the HLF the Trust will advertise the position of Development Officer who will have a major role in taking up the work that the Trust has begun to find the necessary voluntary skill set to man the VIP, and assist with the programme of events and fund raising activities which the Trust is putting in place.

Volunteer interests:

- Working behind the scenes as general assistants to set up events and run the Interpretation Centre
- Fund raising
- Helping at fund raising events
- Meet & Greet
- Working with the schools
- Shop/retail
- Archival and record keeping

Tavistock Heritage Trust relies on its volunteers to achieve its objectives. Volunteers at all levels make invaluable contributions to the Trust's endeavours, generally by donating their time and effort, and by lending the Trust their skills and expertise. The Trust recognises and values the work done by its volunteers, and so has instituted this Policy to set out and describe its commitments to its volunteers, and to ensure best practice.

#### **What is a volunteer?**

Volunteering is the commitment of your time and energy for the benefit of society and the community, the environment or individuals outside your immediate family. It is undertaken freely and by choice, without concern for financial gains or any other form of *quid pro quo*.

Volunteering should, however, be mutually beneficial to the volunteer and to the Trust. For example, volunteers should be able to gain skills and experience while working with the Trust, and should gain satisfaction from having a meaningful role in the Trust's activities.

#### **What value and benefits can a volunteer can bring to the Trust?**

Volunteers are an enormous resource in helping the Trust reach its aims and objectives, and can enrich the quality of the Trust's work.

Among other things, volunteers can:

- ▶ Deliver much of the Trust's face-to-face work with the public.
- ▶ Develop a closer, more personal relationship with visitors than that which might be established by paid staff.
- ▶ Provide contacts and networking opportunities that may help to promote and raise the profile of Trust and its work.
- ▶ Offer specialist knowledge in a variety of areas.
- ▶ Provide a connection between Tavistock Heritage Trust and the local community, as well as with other groups served by the Trust.

#### **What value and benefits can the Trust offer to a volunteer?**

Although volunteers do not expect financial or other personal gains from their activities, they can nonetheless receive a range of benefits from their time with the Trust, generally in the form of enjoyment, satisfaction and personal development.

Working as a volunteer with the Trust can provide:

- ▶ The opportunity to help visitors and local people understand and appreciate the history and heritage of the Tavistock area, and the role Tavistock plays within the Cornwall and West Devon Mining Landscape World Heritage Site.
- ▶ An opportunity to be part of a high-profile and well-respected social enterprise.
- ▶ Valuable experience, including the chance to learn a variety of new skills.
- ▶ The possibility of a reference for future job applications, if deemed suitable, appropriate and relevant.
- ▶ Networking opportunities and social interaction, including the possibility to make new friends.

#### **What commitments does the Trust make to its volunteers?**

Alongside the more detailed provisions set out below, the Trust makes the following general commitments to all its volunteers:

- ▶ To treat all volunteers equally and fairly, in line with the law and with the Trust's Equality and Diversity Policy.
- ▶ To make every effort to accommodate volunteers with special needs, such as (but by no means limited to) those with physical disabilities.



- ▶ To offer all volunteers roles which are meaningful and worthwhile. As far as possible, roles will also be appropriate to a volunteer's interests, abilities and experience.
- ▶ To provide volunteers with a clear understanding of their position within the Trust, including their responsibilities to the Trust and the Trust's responsibilities to them.
- ▶ To provide volunteers with clear lines of communication to Trust officers and staff, so that they can seek advice or remedy.
- ▶ To seek volunteers' opinions on the Trust's activities, and, where possible, to involve them in the work of the Trust's staff and the decisions made by the Trustees.
- ▶ To value volunteers and their work, and to make this clear to the volunteers themselves.

#### **How will volunteers be recruited?**

It is essential to have a clear and consistent policy for the recruitment of volunteers, and to ensure that the process is carried out with as much care as the selection of paid staff.

The key points to this policy are:

- ▶ Volunteers should be recruited from a broad cross-section of the community, to represent the diversity of society in the Tavistock area and beyond.
- ▶ That volunteers are recruited on a flexible basis to suit both the needs of the Trust and the volunteer.
- ▶ Where possible, volunteers will be sought from social groups which might particularly benefit from the opportunities offered by volunteering with the Trust, such as students seeking experience of customer-facing roles, or adults at risk of loneliness.

The recruitment process will consist of:

- ▶ An application form to collect necessary, basic information.
- ▶ An informal interview to explore the volunteer's aspirations, the skills they can bring to the Trust, and what they hope to achieve from their volunteering activities. It is important for all parties to appreciate that this is not a competitive process and the sole criteria will be the applicant's suitability to become a Trust volunteer.
- ▶ For some roles (such as those involving vulnerable people or handling money), at least two references will be requested, not to be written by close friends or family members.
- ▶ If required, an Enhanced Criminal Records Bureau (DBS) check will be undertaken for prospective volunteers, and will be free of charge/paid for in full by the Trust. This will always be the case for individuals where there is any likelihood they will have contact with vulnerable people. This requirement will be explored at interview.

#### **What roles will volunteers perform?**

As the Trust develops, its activities will evolve – the roles played by volunteers will therefore change accordingly. However, it is expected that volunteers will generally contribute to the Trust's work in three main areas:

- ▶ Those involved in face-to-face, front line work with the public in the Guildhall Gateway Centre, Visitor Information Point or similar.
- ▶ Those involved in fundraising activities for the Trust.
- ▶ Those involved in more strategic roles, such as Trustees, administration assistants or fundraisers.

#### **How will volunteers be inducted and trained?**

The Trust aims to ensure that volunteers are able to contribute as effectively as possible and are safe and confident in their role.

Volunteers will have:

- ▶ An identified volunteer coordinator, to whom they are responsible and from whom they will be able to seek advice, assistance or clarification. They will also be given an alternative contact, in case they have concerns about their coordinator.
- ▶ A written role description.
- ▶ An induction to cover procedures and policies specific to the role.
- ▶ An identified minimum training requirement before starting their role. Training for specific roles will be agreed at induction. Some training can be on-going, or agreed at a later date.
- ▶ A specified period after which time the volunteer is formally thanked, appointed and accepted.

#### **How will volunteers be managed, supported and recognised?**

Every volunteer will be provided with relevant support and guidance, including regular, appropriate and mutually-agreed supervision time with their designated volunteer coordinator. This will allow both parties to discuss the role in general terms, to confirm it continues to be an appropriate one, to ensure the requirements of the role continue to be fulfilled, and to maximise the volunteer's contribution to the Trust.

The Trust will make every effort to recognise and celebrate the contribution of each volunteer. The Trust's newsletters, reports and other publications will emphasise the roles played by its volunteers, and the Trustees and Trust staff will ensure that there are regular events to thank volunteers and foster a sense of community and involvement.

#### **What other Trust policies are relevant to volunteers?**

The Trust has a number of policies which are applicable to volunteers. Volunteers will be provided with copies as part of the induction process and will acknowledge that they have read and understood them as part of their Volunteer Agreement.

In particular:

- ▶ The Trust has a clear **Safeguarding Policy** and has a responsibility to safeguard visitors, staff and volunteers. Volunteers will need to confirm their agreement and understanding of this policy, and their legal requirements to make every effort to meet its objectives.
- ▶ The Trust has a responsibility to ensure a safe working environment for all volunteers whilst carrying out its work. The **Health and Safety Policy** will be available to all volunteers, and information will be drawn on and training needs assessed at induction. All equipment required for the role will be identified at induction and provided as necessary, depending on the role. Essential training will be provided before a volunteer commences their activities. Appropriate **Risk Assessments** must also be read and understood by volunteers.
- ▶ The Trust is committed to the principles of diversity and equality, and as such all volunteers must adhere to the **Equality and Diversity Policy** and respect and work towards the objectives it sets out.
- ▶ The Trust has a clear **Smoking Policy** which must be observed by all volunteers.
- ▶ Where possible, volunteers will not be placed in roles which involved working alone, but every volunteer must be aware of the Trust's **Lone Working Policy**.
- ▶ The Trust has a **Confidentiality and Data Protection Policy** and is required by law to ensure that all personal and sensitive information is handled appropriately, including by volunteers.

#### **What expenses will be paid to volunteers?**

Where appropriate, volunteers are entitled to out-of-pocket expenses. Before they are incurred, expenses must be discussed and agreed with the volunteer coordinator, and must be authorised by the Trust's Development Officer, Learning and Skills Officer, or Treasurer. Receipts must be supplied along with the necessary expense forms, which will be available online and in the volunteer induction pack. Mileage will be paid at standard rate and cheapest form of public transport reimbursed. Volunteers will not, however, normally be reimbursed for their expenses in travelling to and from the Guildhall Gateway Centre, the Visitor Information Point, fundraising events, or their other normal, regular place of volunteering.

#### **Will volunteers be insured?**

Volunteers will automatically be indemnified under the Trust's:

- ▶ Public Liability Insurance
- ▶ Employer Liability insurance
- ▶ Professional indemnity insurance

Volunteers must notify their motor insurers if they intend to use their vehicle on behalf of the Trust, to ensure business insurance cover is in place. A copy of this will need to be provided to the Trust to ensure cover before any volunteer driving takes place.



**Will volunteers' information be held in confidence by the Trust?**

The Trust will treat in confidence all information it holds about volunteers. This information will be held only while there is a legitimate business purpose for doing so, and will be securely destroyed once this purpose elapses. Volunteers have the right to request to see all information held about them by the Trust.

Volunteers themselves will be required to comply with the Trust's Confidentiality and Data Protection Policy with regards to their dealings with people they meet during volunteering (including other volunteers), and to keep confidential any information they become aware of through their activities which is not in the public domain.

**What happens if problems develop between volunteers and the Trust?**

While the Trust hopes volunteering is an enjoyable and beneficial experience for all involved, it recognises that there may be times when problems arise. Volunteers who have concerns about their experience with the Trust should make those concerns clear to their volunteer coordinator. The coordinator will make every effort to discuss and offer support to overcome these problems.

Similarly, if the Trust feels a volunteer is no longer meeting the requirements of their role or has concerns regarding their behaviour or conduct, the Trust will discuss this with volunteers in full – we will be open and honest. Dates and strategies for overcoming these problems will be discussed between the volunteer and their coordinator and these concerns reviewed accordingly.

Deadlines will depend on the role/frequency of involvement and agreed at the initial review, but as a guide the Trust will assist a volunteer for 2 months to overcome their difficulties. This will be reviewed and if required, support offered for a further month. If, however, the coordinator still has concerns at the end of this period, the Trust will, unfortunately, end the volunteering arrangement in question. In circumstances of gross misconduct, the Trust may ask the individual concerned to leave immediately.

**What happens if a volunteer wishes to stop volunteering?**

Volunteers are free to leave the Trust at any time. Although an agreement will have been signed, this is not a contractually binding agreement in the same way as an employment contract. Wherever possible, the Trust would be grateful if an agreed notice period could be provided to allow time to make alternative arrangements if required. There will be an agreed process for volunteers leaving, including suitable thanks and references if required, appropriate and relevant.

**What happens if the Trust wishes to end a volunteering arrangement?**

It may be that the Trust will ask a volunteer to cease volunteering, and this may be for various reasons. The Trust is free to do this at any time, as the Volunteering Agreement is not a contract of employment. The Trust will, however, make every effort to retain its established volunteers. If, for instance, the Trust's needs change and an existing volunteering role becomes obsolete, the Trust will endeavour to create an alternative role for that volunteer. If this proves impossible, the Trust will make clear to the volunteer that their work has been valued, and will provide references if required, appropriate and relevant. In addition, should a suitable role subsequently become available, the Trust will consider offering them first-refusal.

END

**Volunteer Agreement**  
*Bringing Tavistock's Heritage to Life*  
Charity number 10607931



Tavistock Heritage Trust is most grateful to you for volunteering with us – we will do our best to make sure your volunteer experience with us is enjoyable and rewarding. In order to help protect both you and the Trust, we would ask that you read and complete this agreement.

This Agreement sets out the volunteering arrangement between you and the Trust. It should be read alongside the Trust's Volunteer Policy, which describes our commitments towards volunteers in more detail.

This Agreement does not constitute a contract of employment: it can be freely terminated at any time, by either party, and without notice. The Trust does not guarantee you any minimum hours of volunteering time, and we will not pay you except in the case of agreed and authorised out-of-pocket expenses.

While volunteering, you are an ambassador of the Trust, just like our staff and Trustees. As such, we expect you to conduct yourself in a way which enhances (or at least does nothing to damage) the reputation of the Trust and of Tavistock itself. If you require guidance, see the Code of Conduct for Volunteers, or talk with your volunteer coordinator.

**TAVISTOCK HERITAGE TRUST** agrees to:

- ▶ provide a tailored **induction** within your placement.
- ▶ clearly **define your volunteer role**.
- ▶ provide regular **support/supervisions** to give you feedback and assist in your personal development and/or confidence.
- ▶ ensure you feel **valued** within Tavistock Heritage Trust.
- ▶ promptly reimburse any agreed **expenses**.
- ▶ explain clearly your rights and the process for dealing with **problems**
- ▶ provide a **safe environment** including appropriate insurance cover.

**YOU** agree to:

- ▶ follow the Trust's **policies and procedures**. Please ask if you have questions.
- ▶ to work within your **role description**.
- ▶ perform your duties to the **best of your abilities** and strive to be **reliable and on time**.
- ▶ **respect confidentiality** of any information that may not be in the public domain.
- ▶ to attend any **supervisions/training** or any other relevant meetings when possible.
- ▶ give **reasonable notice** when possible if unable to undertake volunteer duties.
- ▶ **tell someone** (preferably your volunteer coordinator) if you are experiencing problems/concerns or you want to end your placement at Tavistock Heritage Trust.

**If there is anything you do not agree with or are unsure of, please discuss this with us so we can make sure we are meeting your needs.**

**Code of Conduct for Volunteers**

This Code is intended for your guidance and protection. The Trust recognizes that interpreting these points may not be straightforward in all circumstances – if you are in any doubt, please seek guidance from your volunteer coordinator.

**Maintain a professional relationship with colleagues and members of the public at all times.**

- ▶ Be friendly, but maintain an appropriate level of distance and professionalism.
- ▶ When representing the Trust in public, dress and conduct yourself appropriately.
- ▶ Think carefully before disclosing any personal information about yourself.

**Treat as confidential any information you obtain during your volunteering.**

- ▶ You should not give out any personal information about another volunteer or a member of staff.



- ▶ If you obtain information that is not in the public domain (such as information about the business of the Trust) you should keep it to yourself.
- ▶ You should not use any information for your own personal benefit or gain, or pass it to others who might do so.

**Do not impose your own personal, cultural, religious, philosophical or other beliefs on others.**

- ▶ Be impartial and observe the Equality and Diversity Policy. Be sensitive to cultural needs and differences.

**Declare an interest whenever appropriate.**

- ▶ If at a meeting where the topic under discussion is one where you have a vested or personal interest, be sure to declare this and remove yourself from decision making if appropriate; be guided by the Chair of the meeting.

**Observe the Trust's Policies.**

- ▶ The Policies are in place to protect you and the Trust – ignoring them might place you in danger, and might damage the Trust or its reputation.
- ▶ If you are working in the Guildhall Gateway Centre, you must also abide by the policies of the Tavistock Town Council.

**Work constructively with your volunteer coordinator**

- ▶ If you have questions or concerns about any aspect of your time with the Trust, you should direct them to your volunteer coordinator.
- ▶ If your volunteer coordinator raises concerns about your performance, or makes suggestions about how you can improve, you should take these seriously.
- ▶ If you have any ideas or suggestions for how to improve the Trust's work, please pass them to your volunteer coordinator.

**To be signed by volunteers:**

- ▶ I have read, understood and agree to abide by the Volunteer Agreement above, including the Code of Conduct for volunteers.
- ▶ I have read, understood and agree to abide by the following:
  - the THT Volunteer Policy,
  - the THT Safeguarding Policy,
  - the THT Equality and Diversity Policy,
  - the THT Smoking Policy,
  - the THT Health and Safety Statement,
  - the summary of Tavistock Town Council's policies which apply to volunteering in the Guildhall Gateway Centre,
  - and any Risk Assessments relating to the tasks I will be performing as a volunteer, including the THT Lone Working Policy and Lone Working Guidance Notes.
  -
- ▶ I have read and understood my Volunteer Role Description

Signed: .....

Print Name: .....

**Volunteer**

Signed: .....

Print Name: .....

**Tavistock Heritage Trust Chair / Volunteer Coordinator**

Date: / /

## Heritage Helpers – Volunteer role description

*Bringing Tavistock's Heritage to Life*

Charity number 10607931



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Organisation Name:	Tavistock Heritage Trust (THT)
Organisation Overview:	<p>The trust consists of up to 12 trustees who have diverse skills and a keen interest in Tavistock and its heritage.</p> <p>The charitable 'Objects' are:</p> <p>a) to advance the education of the public in the history and heritage of Tavistock and the surrounding area, in particular in the history and heritage of mining and its effect on people's lives by the provision of exhibitions and creating opportunities for people to learn about the history and heritage of the area.</p> <p>(b) for the benefit of the public the preservation, restoration, maintenance, repair and improvement of Tavistock guildhall complex situated in Tavistock, a Grade II* Listed building.</p>
Role Title:	Heritage Helper
Location:	Tavistock based but could be in other locations to help at events/activities.
Responsible to:	to be agreed
Purpose/Summary or role:	To assist the THT achieve its charitable objects of bringing the heritage of the town, the World Heritage Site and the surrounding area to life through education, activities and events, managing the Interpretation Centre and a Visitor Information Point in the Tavistock Guildhall complex.
Description of Tasks:	<p>We are looking for volunteers to:</p> <ul style="list-style-type: none"><li>o Help us fund raise including obtaining raffle and auction prizes, helping to distribute leaflets around the local area and collection of our recycling and donation pots.</li><li>o Help at fund raising events by marshalling, collection on donations, newsletter sign up, manning a THT stand.</li><li>o Help spread the word about the work we are undertaking as a Trust.</li><li>o Act as ambassadors for our charity and help us engage with the community and local businesses.</li></ul>
Time commitment:	1-2 hours per week plus help at fundraising events.
Skills and Qualifications:	You do not need to have any related qualifications for this role but you should be friendly, reliable, and trustworthy and have good communication skills. Previous fundraising experience would be a bonus. Commitment to work in compliance with policies and procedures is important.
Training and Support:	You will be given induction training into the various aspects of the work. You will receive ongoing training and peer support at regular Volunteer meetings.
Reimbursement of Expenses:	Out of pocket expenses will be reimbursed:



Mileage – 45 pence per mile on trips in excess of 10 miles radius from Tavistock or on public transport up to a maximum of £10 per return trip when on approved trustee business i.e. fundraising event.

Benefits to the volunteer

Make a difference to Tavistock's heritage whilst you develop your interpersonal and transferable skills. An ideal opportunity for those wanting some volunteering experience and to learn new skills before seeking work or before going on to further or higher education, or those who have retired and want to put a lifetime of skills and experience to use whilst meeting new people and doing something that directly benefits Tavistock and its heritage.

Application procedure

1. Letter/email to the trust stating your interest
2. Informal interview
3. References reviewed
4. Trial Period

If your application to volunteer is successful, you will be asked to sign a volunteer agreement which sets out what you can expect from volunteering with THT and what we have agreed with you, so you can feel confident about and supported in your role.

NOTES:

The trust aims to:

Sustain Our Heritage

- We will make our activities financially resilient by building strong relationships with funders and partner organisations
- We will contribute to our community's prosperity by developing links with tourism and other local businesses

Support Our Workforce

- We will create new opportunities for volunteers to get involved in heritage and develop new skills
- We will recruit our staff and volunteers from people of all backgrounds
- We will carry out our work with ambition, team work, passion, pride, open minds - and a sense of fun