

## Museum & Study Collection Volunteer Policy

### 1. Introduction

The **Central Saint Martins Museum & Study Collection** aims to: provide opportunities for our community to enjoy artefacts and learn about the past. We want to provide opportunities for our students to gain employable skills for the future. We recognize the value that volunteers bring to our museum.

Within **Central Saint Martins Museum & Study Collection** volunteers are involved in supporting the staff in their work in the museum with various tasks including documentation, labeling, storage, data entry, exhibition preparation etc.

When involving volunteers we aim to work within the following principles of good practice:

- All voluntary roles will be well thought out and clearly described so that everyone is sure about their respective roles and responsibilities
- we will comply with current Data Protection legislation and guidance in the handling of all information we hold on all volunteers
- our volunteering opportunities will complement the work of paid staff and enhance the work of our organisation
- volunteers will have regular opportunities to share their thoughts/ideas/concerns with an allocated person in line with our policies and procedures
- all of our existing and future policies and procedures will take into account how they affect volunteers

### 2. The Purpose of this Policy

By adhering to this policy we aim to:

- recognise the value of the contribution volunteers make to our organization
- be true to the purpose, values, and intentions of the organisation in our approach to involving volunteers

- recognise the roles, rights and responsibilities of volunteers
- reiterate our commitment to involving volunteers in our organisation
- create and work to agreed principles for the involvement of volunteers
- ensure that we offer satisfying volunteering opportunities as well as support volunteers appropriately to carry out their role to the high standards possible

This policy should be read and considered alongside any other relevant policies, procedures and guidance etc that we use to support the volunteering in our organisation.

### **3. Recruitment and selection**

We will work to our equalities and diversity policy when recruiting and selecting volunteers. In addition we will abide by any relevant legislation e.g. on Data Protection and the Protection of Children and Vulnerable Adults. All potential volunteers will be asked to complete an application/registration form. Written role descriptions will describe the time, commitment, skills and qualities required as well as the types of activities volunteers will carry out. All volunteers will be asked to provide two references where possible. Where individuals are not successful in gaining a voluntary role in our organisation we undertake to refer them to other suitable organisations and opportunities where possible. All volunteers will receive appropriate training and development opportunities to help them carry out their volunteering role.

### **4. Support**

Once their volunteering has started we expect volunteers to adhere to our existing policies and procedures. All volunteers are covered under **University of the Arts** Public Liability Insurance. All volunteers will receive appropriate induction into their volunteering. This includes the provision of user friendly information on any policies and procedures connected to their role.

Following Induction, volunteers will have regular support meetings, either one to one or in groups, to discuss progress, identify areas for development, or to address any issues. Written notes of these discussions may be held within the individual volunteer's records in accordance with data protection requirements. These records can be shared with volunteers at any time at their request. Ongoing training and development needs will be met as required. All volunteers will be able to claim out of pocket expenses for their volunteering in line with our systems and guidelines.

### **5. Problem solving**

Where a problem is raised, for example, by a volunteer or about a volunteer, we will endeavour to resolve this using a range of options including our complaints process, codes of conduct and support mechanisms.

## 6. Responsibilities

Overall responsibility for the carrying out, monitoring and review of the effectiveness of this policy and associated procedures rests with the Head of the Museum and the Museum Curator. Implementation and adherence to this policy is the shared responsibility of all staff and volunteers within the organisation.

<b>Date approved by Operational Executive Board</b>	<b>July 2019</b>
<b>Date for next review</b>	<b>July 2022</b>