



Museums Volunteer Policy

Document Type	Policy
Document Owner	Learning and Access Curator
School / Unit / Section	University Museums
Approver (s)	Director of Museums
Approved date (s)	04/10/2019
Review date	01/08/2020
Information classification	Public
Equality Impact Assessment	None

Version Number	Purpose / Changes	Author	Date
1.1	Draft	Matthew Sheard	01/09/2019
1.2	Updated draft	Matthew Sheard	27/09/2019
1.3	Minor updates	Matthew Sheard	30/09/2019
2.1	Approved	Katie Eagleton	04/10/2019

Museums of the University of St Andrews

Volunteer policy

1. Purpose of this policy

This volunteer policy aims to provide a framework for the recruitment, development, deployment, protection and benefit of volunteers with the Museums of the University of St Andrews.

2. Benefits of volunteers to the Museums of the University of St Andrews

Volunteers play an important role and bring a variety of benefits to the University Museums:

- Volunteers help us to achieve our strategic aims of **creating a world class museum and collections, embedding a research culture, advancing the learning museum, building a cultural and social hub and investing in a sustainable future.**
- Volunteers enable us to **engage with audiences** in a deeper way, **democratising** the museum experience and enabling individuals to engage with the collections in a different way. This makes us an **inclusive museum space**, enables us to build **meaningful relationships** and **embeds learning** in all we do.
- Volunteers bring skills, experience and knowledge that can **enrich our understanding** of collections and audiences and develop our ability **to communicate and engage with the public**, helping us act as a **conduit between our audiences, collections and ideas.**
- By successfully supporting, training and developing volunteers we **inspire and support learning**, providing **tangible public benefit** and **making a real difference** to our communities while providing opportunities for in-depth **student development.**
- Volunteers enable us to achieve **practical tasks** that otherwise either could not be achieved or would be achieved over a greater timescale.

3. Benefits of volunteering to the volunteer

Volunteering provides a variety of benefits to the individuals who participate. These may include:

- An opportunity to give something back or to make a difference to the community
- An opportunity to gain new skills and experience
- Enhanced CV and job prospects
- A chance to get behind-the-scenes at the museum, enjoying privileged access to the collections
- Enjoyment and satisfaction from completing a task or participating in an organisation
- Social engagement with other volunteers and staff.

In addition, the Museums of the University of St Andrews may provide the following tokens of thanks to volunteers:

- Social events
- A small memento and certificate when completing a placement
- Provision of references
- Some placements will include personalised mentoring, training and skills development.

It is important to note that these tokens of thanks are not a form of payment, but rather a small means of recognising the contributions made by volunteers.

Volunteering should always be mutually beneficial and the Museums of the University of St Andrews will work to ensure that volunteer placements are fulfilling opportunities for all who give their time.

4. Volunteering strands

Museums of the University of St Andrews offer five types of volunteering opportunities, each with different aims, objectives and approaches.

4.1 5-minute volunteer

This type of volunteering offers quick things that people can do to support the museums. No signing up to volunteer is necessary.

It is aimed at those who are unable to dedicate much time, who cannot commit or who might do something on a whim.

4.2 At home volunteer

These opportunities can be done without leaving the house and are aimed at people who may be limited in time, who cannot give a fixed amount of time at particular hours or who may find it difficult to travel.

4.3 Project volunteer

These opportunities consist of specific projects that support staff, are time-limited and have concrete, tangible outcomes. They are likely to involve role-specific training and may involve a more intense period than other volunteering opportunities.

4.4 Skills-building volunteer

These volunteers participate in a placement that takes place over a longer period of time. An element of self-development and advancement is involved.

Volunteers begin their placement by discussing how they want to benefit from and develop during their period of volunteering. A tailored programme of tasks or areas of work is devised as a result of this. The tasks are identified in advance as being usefully filled by volunteers and are not created especially for the volunteer.

Volunteers begin their placements by shadowing staff, move on to supporting staff and end up fulfilling their allotted task themselves with support from staff.

Volunteers take part in training that can allow them to develop and benefit from a degree of mentoring.

4.5 Dedicated volunteer

This type of volunteer focuses largely on one or two tasks which they fulfil regularly. Many of these tasks may be the same as those carried out by skills-building volunteers and may be carried out alongside skills-building volunteers. Dedicated volunteers, however, do not have the same element of mentoring and progression simply because they do not desire it.

Dedicated volunteers either apply to do a specific task or volunteer to contribute where required.

5. Who can volunteer?

5.1 Right to work

Although volunteering at the Museums of the University of St Andrews is unpaid, volunteers from overseas will need to demonstrate that they have the right to work in the UK before beginning their placement. Museum staff will need to see proof of right to work and may consult or share copies of documents with the University of St Andrews' Human Resources department as part of this process.

Overseas students on a Tier 4 visa should be made aware that volunteering with us will count towards the number of hours that they work as permitted by their visa.

5.2 Volunteers on benefits

People who are on benefits may volunteer without this affecting what they receive. No contract of employment is created when volunteering with the Museums of the University of St Andrews and no flat rate of payment for expenses is offered, only the payment of actual expenses incurred. It is the responsibility of the volunteer to check that they meet any conditions that come with the particular benefits they receive.

5.3 Volunteers under 16

Volunteers who are under the age of 16 will be required to provide written consent from a parent or guardian. They may be limited in the type of tasks they can carry out and supervisors will be responsible for ensuring that appropriate support and child protection measures are in place. It is likely that the number of placements available to under 16s will be limited.

6. Recruitment and selection

6.1. General recruitment

Volunteering opportunities will be advertised on the museums' website and social media, publicised through local volunteering organisations and highlighted at appropriate events, such as the University Volunteering Fayre. Opportunities will be circulated in a manner that ensures a wide variety of people are able to hear about and participate in volunteering programmes.

Each opportunity will include a brief overview of the specific role and the task description, as well as the basic skills required to complete the role successfully.

Volunteers will be selected in different ways depending whether the role is on-site or off-site.

6.2 Application

Most volunteer opportunities will require the completion of an application form and may require, where appropriate, an informal interview. References may be taken up and right to work checks will be conducted.

Volunteers should not be left alone with vulnerable groups, meaning that Protection of Vulnerable Groups (PVG) checks will not be necessary.

5-minute volunteering does not require any application process; these tasks are carried out at a time to suit the volunteer without the need for consultation with the University Museums.

7. Induction, support and development

Each volunteer will have a supervisor, who will manage the volunteer, ensuring their safety and wellbeing, and who will have responsibility for the implementation of proper training and support.

The level of induction, support and development will depend upon the volunteering strand.

7.1 5-minute volunteer

5-minute volunteers will receive no induction, support or development.

7.2 At home volunteer

At home volunteers will receive induction training for the task that they will be completing. Their supervisor will maintain regular contact via telephone or email and will provide additional training and support as required.

7.3 On-site volunteers

All on-site volunteers will receive a general volunteering induction which will cover the University Museums and their purpose, the role of volunteers, health and safety, risk assessments, procedures and relevant University policies. Volunteers will maintain a record of all training they have undergone as part of their placement. All on-site volunteers will participate in a debrief at the end of their period of volunteering.

7.4 Project volunteers

As well as a general induction, project volunteers will be provided with project specific training that will enable them to carry out their assigned task(s) safely and effectively. Participants will speak to their supervisors on a regular basis throughout the project and will be provided with additional training as identified as part of those discussions.

7.5 Skills-developers

The skills developer strand is intended as a training placement. As well as a general induction, participants will shadow staff as part of their role, receive mentoring and participate in one-to-one meetings which will allow them to be given regular feedback with the aim of developing their abilities. A programme of training will be agreed between the volunteer and his/her supervisor.

7.6 Dedicated volunteers

As well as a general induction, dedicated volunteers will be given task-specific training and may also be required to participate in shadowing as part of their training. They will meet regularly with their supervisor to discuss their role.

8. Volunteer agreements

Volunteers and their supervisor will sign a volunteer agreement. This will set out the rights and expectations of each party but is not intended to create a contract. A volunteer agreement template can be found in the appendix.

9. Time commitments

Each volunteering placement will have a specified time commitment. This will be included in the role description and the volunteer agreement.

10. Out-of-pocket expenses

The Museums of the University of St Andrews will pay out-of-pocket expenses for travel between home and the place of volunteering (up to a maximum of £10 per visit) and to cover the costs of any training, including travel to and from the location of training.

Only out-of-pocket expenditure will be reimbursed on provision of a receipt or for vehicle mileage at a rate of 45p per mile. A flat rate is not offered. Expenses must be claimed using the University's external claim form.

Volunteers are not expected to use their own money to purchase the resources or equipment required for their role. It is a supervisor's responsibility to ensure that volunteers are suitably equipped.

11. Insurance

Volunteers will be covered by the University's Public Liability Insurance for the activities that they carry out as directed by their supervisor.

12. Data protection

While a volunteer does not have the same protections and legal status that an employee has, the reasons for collecting and making use of the data of volunteers who undertake unpaid work for the University are similar to those for paid employees. The University Privacy notice sets out how personal data are used, the rights of the volunteer, and how those rights can be applied.

<https://www.st-andrews.ac.uk/assets/university/data-protection/employee-privacy-notice.pdf>

13. Information security

Consideration should be given to the information volunteers are able to access and whether the level of access is proportionate. Volunteers will receive information security training as part of their induction and are expected to maintain the confidentiality of any sensitive data that they may encounter.

Any volunteer accessing Museum databases should be provided with their own log-in details via a sponsored account, which should be obtained by the volunteer's supervisor from IT Services.

14. Disputes between volunteers and the Museums

Where a volunteer has a complaint or concern they should raise this with their named supervisor in the first instance. If the complaint is about their supervisor they should raise it with the Head of Public Engagement.

Where a dispute arises, this will be discussed informally by the relevant parties, with reference to the volunteer code of conduct for issues around volunteers and/or the University's grievance guidance for issues around a member of staff.

Volunteers will meet regularly with their supervisor to discuss their role. It is hoped these informal discussions will prevent serious problems arising.

Where volunteer behaviour is not of an appropriate standard a placement may be ended.

15. Health and safety

Volunteers are expected to follow the University's health and safety procedures. All general health and safety issues and procedures will be included in the general induction that volunteers receive.

Volunteers will also receive health and safety training in relation to the specific tasks they carry out and will be expected to read and sign all relevant risk assessments.

Volunteers who have concerns or questions relating to health and safety should raise these with their supervisor.

16. Equality and diversity

The Museums of the University of St Andrews are committed to equality and diversity. Volunteering opportunities are open to all and where reasonable adjustments or additional support are required to enable an individual to volunteer, measures will be put in place to the best of our ability and, as a minimum, in accordance with equality legislation.

Volunteering opportunities will be publicised through a variety of channels to ensure that everyone has an opportunity to get involved.

17. Internal responsibilities for volunteers

Each volunteer will have a named supervisor. This supervisor will have the following responsibilities:

- Selecting and developing roles that are suitable for volunteers
- Preparing role descriptions
- Selecting volunteers from among the applicants for a voluntary role
- Supervising and managing their named volunteer(s) and the project on which they work
- Arranging task specific training
- Ensuring the safety of their named volunteer(s).

In addition to the responsibilities taken by the named supervisors, the Learning and Access team will be responsible for:

- Supporting supervisors in the creation of appropriate voluntary roles
- Arranging the advertising of voluntary roles
- Handling the application process, including receiving volunteer applications
- Ensuring that the legal and internal University requirements around volunteers are met
- Arranging the initial induction of volunteers
- Supporting training and mentoring for the skills-builder programme
- Providing ongoing support to supervisors.

18. Evaluation

All volunteering opportunities will be evaluated to ensure that they meet the needs of the museum and that opportunities are engaging and rewarding for participants.

Surveys will be conducted with all participants at the end of their placement. In addition, volunteers on the at-home, skills-builder and dedicated programmes will have informal one-to-one debriefs with their supervisor at the end of their period with us.

19. Policy review

This policy will be reviewed on a yearly basis while the programme is being established and is next due for review in August 2020.

Appendix: Templates and sample documents

- Volunteer agreement template
- Volunteer induction checklist
- Volunteer role description template
- I'M INTERESTED in volunteering form (application form)
- Volunteer registration form
- Volunteer code of conduct

Museums of the University of St Andrews

Volunteer Agreement

Volunteers are an important and much appreciated part of the Museums of the University of St Andrews. We hope that you will enjoy volunteering with us and contribute fully to our team.

This agreement describes the arrangement between the Museums of the University of St Andrews and **NAME OF VOLUNTEER**. We aim to do our best to ensure your volunteering with us is enjoyable, satisfying and beneficial to you. We appreciate the time, commitment and energy you bring to the organisation.

Your voluntary role is **STATE ROLE** and starts on **DATE**. The role supports our work by **STATE HOW VOLUNTEERING ROLE BENEFITS THE ORGANISATION**.

Part 1: The Museums of the University of St Andrews

What you can expect from the Museums of the University of St Andrews:

1. Provision of a named supervisor

Your supervisor for this role will be **NAME AND JOB TITLE OF SUPERVISOR**. Your supervisor will be responsible for looking after you and should be your first contact if you have any questions, concerns or requirements. We may need to change your supervisor during your placement; if this happens, you will be told in advance.

Supervisor contact details:

2. Induction and training

We will provide an in-depth induction about our organisation, your role and any training you require. Your supervisor will meet with you at regular intervals to ensure that the placement is going well and to check any training requirements that you might have. If you desire any additional training to enable you to fulfil your role you should speak to your supervisor, who will make arrangements.

SKILLS-BASED VOLUNTEERS ONLY (DELETE IF NOT APPLICABLE): We will work with you to devise a suitable programme of training and mentoring that helps you to achieve a defined set of development goals.

3. Expenses

We will reimburse the following expenses on provision of receipts:

- Travel to and from your place of volunteering up to a maximum of £10 per visit. Travel receipts must be supplied. If you drive, mileage at a rate of 45p per mile may be claimed.
- Travel carried out as part of your role.
- Any other expenses authorised by your supervisor in advance.
- You should use the University of St Andrews' external claim form to claim your expenses.

4. Provision of equipment and resources

We will provide all equipment and resources necessary for the fulfilment of your role. You are not required to make any purchases from your own pocket. Your supervisor should

supply anything you require, but if you feel that something is missing you should speak to them.

5. Health and safety

We will provide suitable training and ongoing information to ensure your health and safety. If you have any health and safety concerns you should highlight these to your supervisor.

6. Insurance

We will provide suitable insurance for you whilst you are carrying out your agreed roles.

7. Problems

We will try to resolve fairly any problems, complaints or issues during the time that you volunteer with us. If you have any complaints or concerns you should speak to your supervisor. If you are not comfortable discussing your concerns with your supervisor you can speak to Ellen Fenton, Head of Public Engagement.

Email: ecf1@st-andrews.ac.uk

Tel: 01334 46 3946

Part 2: Your responsibilities as a volunteer

You agree to:

1. Carry out your voluntary role to the best of your ability.
2. Attend your induction and any role specific training.
3. Abide by the Volunteer Code of Conduct.
4. Attend your placement according to the schedule outlined on your volunteer registration form and contact your supervisor if you are unable to attend as agreed.
5. Follow all health and safety policies, procedures and guidelines as required and read and sign relevant risk assessments as asked to do so by your supervisor.
6. Follow instructions from your supervisor or any other member of Museums staff that may affect the safety of you, another staff member, a member of the public or the collections and buildings of the University.
7. Respect the confidentiality of personal information or key discussions to which you may have access as part of your voluntary role.
8. Speak to your supervisor if you have any questions, concerns, comments, complaints, ideas or suggestions.

This agreement is not intended to be a legally binding contract between us and may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created at any point.

Signed (Volunteer) Date.....

Signed (Supervisor) Date.....

Museums of the University of St Andrews

Volunteer Induction Checklist

Name of volunteer:

Name of supervisor:

Action	Notes	Done
Before a volunteer starts		
Volunteer has received a welcome email with details about start date, time, location and what they should bring		
Right to work check done (use HR templates)		
Induction		
Introduced to staff and other volunteers		
Fire exits and procedures		
Location of toilet		
Tea and coffee facilities		
Tour of building(s)		
Accident procedures and first aiders		
Dress code		
Introduction to organisation		
Organisation's vision		
Health and safety		
Expenses		

Concerns, complaints and comments		
Volunteer code of conduct		
Role specific training		
Role specific risk assessments		
Chance to ask questions		
During first month		
Training schedule (if applicable)		
Timetable for mentoring (if applicable)		
First catch-up meeting		
Additional training needs identified		
Record successes and difficulties		

Additional comments

Museums of the University of St Andrews

Volunteer Role Description

Role title

Brief description of the role and how it benefits the museum

What's involved?

This role could include:

- Brief list of activities involved in the role
- Time commitment details

Why get involved?

By getting involved in this role you will **(delete and add to as appropriate)**:

- Get training in **list training areas**
- Develop your skills in **these areas**
- Get to see behind the scenes at the museum
- Meet regularly with a mentor who will guide you in the development of the skills and experiences you want
- Have a good time
- Meet like-minded people with an interest in history, culture, the arts and science
- Receive travel expenses to and from your placement.

Ideal skills

Bullet point skills

Ideal interests

Bullet point interests

How to get involved

To be considered for this role complete an I'M INTERESTED form and send it to **contact details**.

You may be invited for an informal interview to check that this is the right role for you.

I have questions

If you have questions about this role, please contact **name and contact details**

Museums of the University of St Andrews

I'M INTERESTED in volunteering

Name:					
Address:					
Phone:					
Email:					
Volunteer role that you're applying for:					
When can you volunteer? Please tick the times below when you're available					
During the day	<input type="checkbox"/>	In the evening	<input type="checkbox"/>	Any time	<input type="checkbox"/>
Weekdays	<input type="checkbox"/>	Weekends	<input type="checkbox"/>	Other	<input type="checkbox"/>
Please tell us any other details we might need to know about the times when you can volunteer.					
Skills and experience Please tell us about your skills and experience that might be useful for this role. This can be from your work, other volunteering, training or your home life. It might help to look at the Ideal Skills part of the volunteer role description.					

Why do you want to do this role?

What are your interests?

Do you have any unspent criminal convictions?	Yes		No	
Do you have entitlement to work in the UK?	Yes		No	
If No, do you require a work permit/immigration permission to work?	Yes		No	

Please give us the details of two people we can contact as references.

Name of first referee:

Email address or phone number:

How do they know you?

Name of second referee:

Email address or phone number:

How do they know you?

When you've completed the form please send it to the Learning and Access team.

By email: museumlearning@st-andrews.ac.uk

Or by post: Learning and Access team, University Museums, University of St Andrews, 87 North Street, St Andrews, KY16 9AE.

We will only use your details to check that you are the right fit for our volunteering team. We will keep your details securely and will not share it with other parties unless required to do so by law. You can ask us to correct or delete your details at any time. If we don't choose you as a volunteer we will delete your details after three months.

Museums of the University of St Andrews

Volunteer Registration Form

Name:	
Address:	
Phone:	
Email:	
Volunteer role:	
Name of supervisor:	
Agreed timetable	
Emergency contact 1	
Name:	
Address:	
Phone number:	
Email:	
I confirm that I am happy for this person to be contacted in the event of an emergency.	
Emergency contact 2	
Name:	
Address:	
Phone number:	
Email:	
I confirm that I am happy for this person to be contacted in the event of an emergency.	

Signature:

Date:

Please see the Volunteer Policy for details of how this information will be used and stored and for your rights.

Museums of the University of St Andrews

Volunteer Code of Conduct

Thank you for volunteering with the Museums of the University of St Andrews. Volunteers are of great benefit to what we do and we hope that you enjoy your time with us.

To make sure that you, our staff and our visitors are safe, happy and comfortable we have a code of conduct for volunteers that we ask you to follow.

In all situations, volunteers should:

- Treat everyone with respect, including other volunteers, staff and members of the public.
- Dress to the required standard when carrying out your voluntary role.
- Not carry out your role under the influence of alcohol or illegal drugs.
- Follow instructions from Museums staff.
- Endeavour to follow all policies and procedures that apply to your role.
- Sign and abide by any risk assessments that you have been asked to read.
- Respect any confidential information by not sharing it with others.
- Attend your placement as agreed, including any meetings and training, and let your supervisor know if you are not able to come.

When working with members of the public, volunteers should:

- Be friendly, courteous and helpful.
- Place visitors and the safety of collections as a priority over other activities you may need to do.
- Ensure that you are not alone with children or vulnerable adults.
- Ask another member of staff if uncertain about a question you have been asked; don't try to wing it.

If you have any questions or are uncertain about anything you should ask your supervisor or another member of staff.

If you have any ideas, suggestions or comments please share them with your supervisor. Your point of view can make a big difference!