

1. The importance of volunteers to Wilton's

1.1. Volunteers are invaluable to Wilton's as they enable us to do work that would not otherwise be possible, and often contribute specialist skills and knowledge.

1.2. Wilton's welcomes the contribution made by volunteers, and is committed to encouraging more volunteering where possible.

2. The relationship between Wilton's and volunteers

2.1. The relationship of a volunteer to Wilton's is one bound by trust, mutual understanding and benefit; it is a 'gift' relationship, with time given freely and willingly, without expectation of financial reward by the volunteer. Neither we nor the volunteer regard the relationship as a contract of employment.

2.2. No enforceable obligation, contractual or otherwise, can be imposed on the volunteer to attend, give or be set a minimum amount of time or carry out the tasks provided. Likewise we cannot be compelled to provide regular work or benefit for any activity undertaken.

2.3. The relationship is based on the principle that volunteers add value to our work by performing a wide range of roles, and by contributing specialist skills and a flexible approach.

2.4. Although volunteers offer time freely and willing and without binding obligation, there is a presumption of mutual support and reliability.

3. Principles for volunteer management

3.1. This policy sets out the broad principles of volunteering at Wilton's and forms the foundation for good-practice volunteer management.

Fundamentally:

- We will always aim for fair and equal treatment for all volunteers.
- We aim to match volunteers with suitable projects so that we gain from the activities of the volunteers and the volunteers gain from working with us.
- Each volunteer will be appointed a member of Wilton's staff as a supervisor to guide and advise them in their tasks.



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- This supervisor will be responsible for providing the necessary induction and training so that volunteers can be effective in their role.

- In return we expect that volunteers will provide their time and help us to keep our projects on track.

3.2. This policy is relevant for all current and potential volunteers, as well as every member of staff concerned with selecting, supporting, developing volunteers, managing volunteer projects or promoting voluntary activity within Wilton's.

3.3. This policy is available to download from Wilton's' website and will also be given to each volunteer to read as part of their induction.

4. Selection of volunteers

4.1. We have a fair and consistent process for selecting volunteers that is relevant and appropriate to each role.

4.2. We will select volunteers according to project needs and aim to match volunteers' skills, knowledge, experience, motivation and availability to suitable projects. We will seek opportunities for tasks to be undertaken in ways which will provide identifiable benefits and motivation for potential volunteers. Staff will also discuss individual volunteer requirements to ensure that volunteers feel adequately supported in their role throughout their time as a volunteer.

4.4. Usually anyone being considered for a volunteer role will be invited for an informal meeting with the project supervisor, who will explore their skills, experience, interests and suitability, as well as their motivation.

4.5. Wilton's reserves the right to request and take up references prior to a volunteer starting in their role.

4.6. We will ensure that all potential volunteers have a clear understanding of their role so as to support them in selecting an appropriate placement. Volunteers will be given a concise role description prepared by their volunteer supervisor.

5. Equal opportunities and diversity

5.1. Wilton's recognises the importance of encouraging diversity and achieving equality among volunteers, as well as employees and users. Volunteers are actively encouraged from a wide cross-



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section of backgrounds and experiences to help ensure that Wilton's' various volunteering projects are accessible to an increasingly diverse range of people.

5.2. Wilton's values and respects the individual by providing equality of opportunity to all for active involvement within the scope of the organisation's needs and resources.

5.3. All staff, volunteers, contractors and partner organisations are expected to actively support Wilton's' commitment to diversity and equality.

5.4. Acceptance of volunteer assistance for a particular role will be made on merit, the sole selection criterion being an individual's suitability to carry out the specified task(s) subject to the needs and restrictions of the location, along with their availability in line with the needs of the project. Please note that, as stated in the introductory paragraph of this policy, levels of access throughout the building will vary at different stages during the building work between May 2014 and approximately August 2015. Full access will not be available until building work is complete.

5.5. The minimum age requirement for volunteers is 18.

6. Security and screening

6.1. Some projects may require volunteers to be Disclosure and Barring Service (DBS) cleared, which we will arrange as necessary and will supply volunteers with full details as and when required.

7. Induction and training

7.1. New volunteers will be made to feel welcome and will be provided with an informal induction. As part of this induction, volunteers will receive an information pack including this policy and other relevant documentation to familiarise them with Wilton's policies and procedures.

7.2. Volunteers will be given any specific training appropriate for their role.

8. Support and supervision

8.1. Wilton's respects volunteers by both listening to and learning from what they have to say, supporting a two-way dialogue between staff and volunteers.

8.2. Volunteer supervisors will hold regular informal reviews with volunteers to ensure that they feel valued and satisfied with their volunteering.



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8.3. We also ask volunteers to complete anonymous surveys from time to time. This is to help us to improve volunteer experience and to collect volunteer feedback for project evaluation reports to funding bodies such as Heritage Lottery Fund.

8.4. Volunteers and Wilton's are free to end the volunteer relationship at any time. Wherever possible, an end date should be agreed between volunteer and volunteer supervisor. Supervisors are encouraged to hold an exit interview to find out why a volunteer is leaving, share any learning points and establish whether the volunteer may want to be involved again in the future. If requested, a reference to confirm a volunteers length of volunteer service and a description of the work undertaken, can be provided.

9. Expenses

9.1. All reasonable public transport travel expenses will be reimbursed, via petty cash and on the day, on production of a receipt.

10. Health and safety

10.1. We are committed to ensuring the health, safety and welfare of our volunteers. We want to make sure that volunteers are aware of and understand the health and safety risks associated with their role, particularly for the duration of construction works. Volunteers will be given a copy of the Health and Safety policy to read at the time of their induction.

11. Insurance

11.1. All volunteers engaged in Wilton's' activities are indemnified under Wilton's' public liability insurance.

11.2. We will ensure that volunteers are covered for insurance purposes in respect of personal injury. The insurance will not cover unauthorised actions or actions outside the volunteering agreement which includes entering prohibited areas of the construction site, which will be clearly labelled.

12. Confidentiality, copyright and data protection



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12.1. Volunteers will be advised of the need for confidentiality where they have access to sensitive information which is not public knowledge. A signed agreement may be required for particularly sensitive projects.

12.2. Volunteers are expected to assign any original copyright works they may produce while volunteering to Wilton's and will be asked to sign a copyright agreement where necessary.

12.3. Personal information recorded about volunteers will be stored and maintained with appropriate safeguards for confidentiality.

13. Resolving problems

13.1. Wilton's aims to treat all volunteers fairly, objectively and consistently. Volunteer supervisors are responsible in the first instance for handling any problems regarding volunteer conduct or complaints. They will seek to ensure that volunteers' views are heard, noted and acted upon promptly and will aim for positive and amicable solutions.

13.2. If a problem cannot be resolved by the volunteer supervisor, it will be referred to a line manager. If the issue still cannot be resolved, it will be referred to the Artistic and Managing Director, who has the ultimate authority to decide upon and implement the best course of action, on a case by case basis.

This policy will be reviewed and signed off by the Artistic and Managing Director on an annual basis.

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