



## Cromer Artspace Volunteer Policy

**Policy Agreed:**

**Review Date:**

### 1. Policy Statement

Cromer Artspace has been established to develop ‘art in public places’ in Cromer and surrounding areas. We aim to engage and inspire the local community with art in public places, encouraging audience engagement and participation by increasing the understanding of the arts. We aim to support artists and bring works and events of quality and imagination to Cromer, and to enable projects which increase accessibility to the arts, support local businesses and help the arts to become valued as a vital part of local life.

As we develop as an organisation, we are committed to increasing the involvement of local people in all aspects of what we do, including by developing a range of volunteering opportunities. We want to ensure that people who volunteer to support Cromer Artspace’s activities have the best possible experience of volunteering and are valued and well-supported. This policy sets out the broad principles for volunteering with us, and has been written to ensure that all our volunteers are treated fairly and consistently, and that volunteers know what they can expect from volunteering with Cromer Artspace.

### 2. What we mean by volunteering

We use the following definition of volunteering:

*“The commitment of time and energy, for the benefit of society and the community, the environment or individuals outside, (or in addition to) one’s immediate family. It is unpaid and undertaken freely and by choice”* (Department for Communities, Join in Get Involved, Build a Better Future 2012).”

Individuals who join Cromer Artspace as interns or on work placements are not covered by this policy.

Volunteers support and add value to our activities and may be involved in a variety of ways, for one-off events or on an ongoing basis. Volunteer roles may include:

- Helping to install or take down exhibitions
- Supporting at events



- Promoting Cromer Artspace and activities
- Helping with administration
- Professional or specialist help
- PR, press and social media

People may also volunteer their time to support the development and management of Cromer Artspace by:

- Joining a Working Group, Sub Committee or Main Committee
- Joining our Board of Trustees

### **3. Equality Diversity and Inclusion (extract from the Equality, Diversity and Inclusion Policy)**

We aim to promote equality, diversity and inclusion in our recruitment and support of volunteers and aim to ensure that no applicant for a volunteering role receives less favourable treatment or is disadvantaged. This will include:

- Developing volunteer recruitment policies and practices that maximise applicants' opportunity to show what they can offer the organisation
- Developing volunteering policies and procedures that ensure that volunteers are not discriminated against or disadvantaged during their time with us and that they are confident about the organisation's response to issues of discrimination or harassment
- Monitoring the protected characteristics of people who apply to volunteer with us and take active steps to encourage groups of people who are not submitting applications to apply
- Ensuring all volunteers are trained in equality and diversity and in recognising and responding to instances of discrimination or harassment

### **4. Our commitment to volunteers**

Cromer Artspace is committed to ensuring that the volunteering experience is a positive and rewarding one. A member of the Committee will act as the Volunteer Co-ordinator for Cromer Artspace and each volunteer will be provided with:

- a named contact, who will be responsible for providing guidance, support and supervision,
- a Volunteer Role Description that describes the role they are undertaking and what is expected of them,
- a signed Volunteer Agreement which outlines the roles and responsibilities of both Cromer Artspace and the volunteer,
- a Volunteer information pack with information about relevant policies, procedures and paperwork,



- induction and training about Cromer Artspace and the role they will be undertaking,
- opportunities to feedback about their volunteering experience and contribute to the development of their role and of volunteering within Cromer Artspace.

We will also ensure that all appropriate measures are in place to protect volunteers from infection, in line with current Government guidance for volunteering during the Covid-19 pandemic.

Volunteers can expect to:

- be given clear information about what is and is not expected of them,
- receive adequate support and training,
- undertake their role in a safe environment and be covered by suitable insurance,
- be treated with respect and in a non-discriminatory manner,
- receive reimbursement for reasonable expenses in accordance with the Volunteer Expenses Policy,
- have opportunities for personal development,
- be recognised and appreciated,
- be able to say 'no' to anything which they consider to be unrealistic or unreasonable,
- know what to do if something goes wrong.

## 5. Our expectation of volunteers

We expect our volunteers to:

- maintain and uphold the good name and reputation of Cromer Artspace both in person and through online communications and social media
- treat members of the public, other volunteers and staff fairly, equitably and with respect
- undertake their role to the best of their ability and aim for high quality in all contributions
- be reliable and engaged in their role
- provide as much notice as possible if they are unable to fulfil their volunteering arrangement or no longer wish to volunteer
- keep confidential information about volunteers, customers, staff and the organisation private
- undertake relevant training and ensure they are up to date
- follow organisational policies and procedures, including safeguarding, manual handling and health and safety, and equality and diversity (see the Volunteer Information Pack for full details).
- handle artworks in our care appropriately and to take all reasonable measures to protect them from damage
- take reasonable care of their own health and safety



## **6. Recruitment and selection**

- We are committed to equality, diversity and fairness in our recruitment and selection procedures. We will ensure that our Volunteer Recruitment Policy is appropriate to the role offered and we will ensure all selections are fair, equitable and based on merit.
- We will ask all volunteers to provide details of two people who can provide a reference about their suitability for a volunteer role with Cromer Artspace.
- Volunteers may be asked to undertake a Disclosure and Barring Service (DBS) check if they will be directly supporting activities with children, young people or adults 'at risk'. A criminal offence will not automatically disbar anyone from volunteering and each applicant's case will be considered individually. However, it is likely that applicants with convictions for serious violent or sexual crimes will not be considered suitable for roles involving young people or vulnerable adults, and those convicted of fraud or theft for roles involving access to money or financial information.

## **7. Learning and development**

We are committed to providing volunteers with the necessary information and skills to carry out their tasks. We will provide an induction session, as well as appropriate role-specific learning for volunteers. Volunteers will also be able to access additional training sessions appropriate for their role.

## **8. Support and recognition**

- All volunteers will have a named contact and be offered one-to-one and group meetings in person, online or by phone.
- We encourage feedback and will evaluate the volunteer experience through a survey carried out every two years. The results will be used to inform the development of our volunteer programme.
- The contribution made by volunteers will be recognised in a number of ways, including thanking them in person, in events and celebrations and by publicising the contribution of volunteers wherever possible.
- We will provide opportunities for volunteers to meet and communicate with each other, as appropriate.

## **9. Expenses**

We value our volunteers and want to ensure there are no barriers to involvement. We will reimburse reasonable out-of-pocket expenses including travel and meals in accordance with the Cromer Artspace Volunteer Expenses policy. We will include volunteer expenses in our funding applications so that we can ensure we have the resources to meet volunteers' expenses.



## 10. Resolving problems and complaints

- Volunteers are encouraged to raise any problems with Cromer Artspace early so that they can be addressed as soon as possible.
- We are committed to resolving all complaints, disputes or grievances fairly and consistently according to the procedures laid out in our Volunteer Problem Solving Procedures.

## 11. Moving on

- We recognise that volunteers may choose to stop volunteering at any time. We will invite volunteers to feed back on their experience, either through a short exit interview in-person or on the phone, or through a feedback form. The results will be used to inform the development of the volunteer programme.
- We also have a duty of care for our volunteers. If we consider that a volunteer's duties have become detrimental to their own or other people's health or safety, we have the right to decide it is appropriate for a volunteer to reduce or cease their contribution.
- If a volunteer proves to be unsuitable for the role they have been recruited to, we will try and find an alternative role within Cromer Artspace that suits them better, or if not, to find a role with another volunteer-involving organisation.
- If a volunteer would like to gain more experience than can be offered by Cromer Artspace, we will offer them support to find a new role, and will provide them with an organisational reference.

## 12. Health and safety

- We are committed to providing a safe and healthy environment for all volunteers and to giving appropriate instruction, training and supervision. Volunteers undertake to follow relevant instructions from staff on health and safety, fire procedures, and manual handling. Volunteers must report any accident, incident or dangerous circumstances to a member of staff as quickly as possible.
- Volunteers involved in organising or taking part in public events must take all necessary steps to ensure their own and the public's safety. A risk assessment will be carried out by the charity where necessary, and volunteers will be briefed on risk mitigation measures at the beginning of any such event.

## 13. Insurance

Volunteers are covered by our Public and Employer's Liability Insurance. We do not provide motor insurance for volunteers using their own vehicle. Charity work is normally classed as social, domestic and pleasure use and not business use.



Volunteers are responsible for ensuring their motor insurance provides cover for their activities.

#### 14. Confidentiality & Data Protection

- In the course of their activities, volunteers may have access to, or be required to process, personal data about our staff, supporters, customers or other stakeholders.
- All volunteers are bound by the same requirements for confidentiality as staff, as laid down in the Cromer Artspace Data Protection and Privacy Policies.

#### 15. Linked Policies and Procedures

Data Protection and Privacy  
Equality, Diversity and Inclusion  
Safeguarding  
Health and Safety\*  
Risk Assessment\*  
Code of Conduct\*  
Volunteer Expenses Procedures\*  
Volunteer Problem Solving Procedures\*

\* In development