



Llandudno Museum Volunteer Policy

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Introduction

This policy sets out the broad principles for voluntary involvement in Llandudno Museum. It is of relevance to all within the organisation, including volunteers, staff, members, and those elected or appointed to positions of responsibility.

This policy is endorsed by the Trustees of the Llandudno Museum and will be reviewed every three years to ensure that it remains appropriate to the needs of Llandudno Museum and its volunteers.

Why do we need Volunteers?

Volunteering with Llandudno Museum provides opportunities to try new things, gain new skills, improve your confidence, and meet new people. We are keen to improve access to our museum, gallery, and Biodiversity Garden. Volunteers provide highly valuable additional support to staff.

- To offer fulfilling volunteering experiences and opportunities that support skills development.
- To engage Volunteers in helping to provide all users with an excellent service, a warm welcome and a safe experience.
- To foster ambassadors for the museum within the wider community and beyond through various opportunities provided at museum.

Aim and Commitment

The Llandudno Museum was established in 1925 with one of its key aims being to preserve the Chardon collection and make it available for the public. It is a Registered Charity.

- To offer fulfilling volunteering experiences and opportunities that support skills development.
- To engage Volunteers in helping to provide all users with an excellent service, a warm welcome and a safe experience.
- To foster ambassadors for the museum within the wider community and beyond through various opportunities provided at museum.
- To acknowledge the continuing, invaluable contribution made to archaeology and heritage by volunteers and recognises the necessity for students to gain experience in museum curatorship, and that this may help them to gain employment in the future.

- Llandudno Museum is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.
- Llandudno Museum recognises its responsibility to arrange the activities of volunteers efficiently and sensitively so that the valuable gift of the volunteers' time is best used to the mutual advantage of all concerned.
- Llandudno Museum defines its volunteers as people who, unpaid and of their own free will, contribute their time, energy, and skills to benefit Llandudno Museum, archaeology, heritage and their community.

Ensuring Professional Standards

Llandudno Museum is a registered member of the Museum Association and is bound by their policies. The Museum Association enhances the value of museums to society by sharing knowledge, developing skills, inspiring innovation, and providing leadership.

Llandudno Museum recognises:

- 1) That the involvement of volunteers should not be done at the expense of professional standards or pose risk to the museum artefacts.
- 2) That employers should not use volunteers and students in place of employed staff when funding is agreed for the latter, as this would be tantamount to exploitation.
- 3) The role of volunteers complements but does not replace the role of paid staff.
- 4) Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers.
- 5) Volunteers will not be used during times of industrial action to do the work of paid staff.
- 6) All museum work, especially where there is the likelihood that the resources will be eroded, must be adequately supervised to ensure that professional standards are met whatever the funding arrangements.
- 7) It is the responsibility of Llandudno Museum as the relevant curators to monitor and control museum work to ensure that professional standards are attained.

Appropriate Volunteer Opportunities

- 1) If Llandudno Museum intends to use volunteers or students, the full extent of their activities in respect of the services offered must be declared and included in the submitted written project proposals where appropriate. The implications (for example financial, timetable, insurance, competence etc) must be fully explained so that both the volunteer and curator can satisfy themselves that requirements can be discharged satisfactorily.
- 2) With prior agreement of the sponsors or grant-aiding agency, research projects which are undertaken by the Llandudno Museum may offer opportunities for voluntary or student participation. This work will be conducted to the highest standards and in accordance with published Museum Association standards.

The following situations all provide opportunities for volunteer involvement:

- 3) Projects aimed specifically at involving the public, volunteers, or students where grant aid has been secured or other funds are available to enable the museum work to be undertaken to an appropriate standard.
- 4) Any museum related task that is suited to the volunteer's level of skills and ability as identified by a supervising museum employee or Trustee providing, they do not take the place of a paid member of staff or contravene any Museum Association guidelines.
- 5) Any other tasks appropriate to the volunteer's ability that do not require museum expertise and do not take the place of a paid member of staff.

Statement of values and principles

- 1) Volunteering is a legitimate and crucial activity that is supported and encouraged by Llandudno Museum and is not intended to be a substitute for paid employment.
- 2) The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise, the organisation cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.
- 3) Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability.

Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers and what volunteers expect of the organisation.

Volunteer Co-ordination

All volunteers will have a nominated member of staff, Trustee, or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. Volunteers will be informed of who their contact is to receive support and supervision. This person may vary from project to project and within projects. Any changes in supervision and support must be clearly explained to the volunteer.

Responsibilities for 'volunteer co-ordination' or 'volunteer supervision' will be explicitly referred to in all relevant job descriptions within the organisation. The chair of the management committee (currently Sian James) is the nominated post holder with overall responsibility for the development of voluntary activities within the museum. The chair of the management committee is responsible for the overall management and welfare of the organisation's volunteers. However, other members of staff, chair of Friends of Llandudno Museum and nominated Trustees will be responsible for recruiting, inducting and supervising volunteers as part of specific projects or activities.

Recruitment and Selection of Volunteers

Llandudno Museum is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the museum in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the community.

Volunteers who are considered unsuitable for a particular task will either be offered alternative voluntary involvement with the organisation or referred to the nearest Volunteer Centre, or other known suitable voluntary organisations.

If the nature of the volunteer's role involves working with children or adults at risk as defined as regulated activity under the Safeguarding Vulnerable Groups Act, they will be required to undertake either a Criminal Records Bureau Enhanced Disclosure (CRB check) and/or to meet the requirements of registration with the Independent Safeguarding Authority (ISA) Vetting and Barring Scheme.

Volunteers will normally be invited to attend an informal interview or have a face-to-face chat with a Trustee or member of staff prior to volunteering with the museum. They may be required to provide two references depending upon the type of volunteering they will undertake.

Volunteers will have a clear and concise task description, which will be subsequently reviewed whenever the task is completed or at least every three months. The task description will be prepared in conjunction with the volunteer and the designated supervisor. New volunteers will be properly inducted into the organisation.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

Training & Development

All volunteers will be made aware of and have access to all the museum's relevant policies. The development of training and support for volunteers is a high priority for the organisation in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the supervising member of staff in conjunction with the chair of the management committee to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Volunteers will be encouraged to undertake appropriate accredited training when accredited qualifications exist and if it is within the financial and resource capability of the museum. Where resources are not available Llandudno Museum will make reasonable steps to try to enable volunteers to access appropriate training.

Training in the management of volunteers will be provided for those Trustees and staff with direct responsibility for same.

Support, Supervision and Recognition

If volunteers have any queries or issues regarding their volunteer experience with Llandudno Museum, they should normally approach the member of staff who has responsibility for their supervision or Volunteering Officer. If for any reason this is not possible or appropriate, they should discuss the matter with the chair of the management committee. If this is not possible or appropriate, they should contact the Chair of the Trustees.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements, and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated member of staff referred to above. Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings etc.

Any work undertaken by volunteers on behalf of Llandudno Museum remains the work of Llandudno Museum and Llandudno Museum holds copyright for this work. Recognition of volunteer contributions to a piece of work will be given in any published material including the naming of any volunteer where appropriate. Other formal recognition of the contribution of volunteers may include articles in newspapers and newsletters, thank-you letters or presentations.

Informal and personal recognition of the contribution of volunteers should be given regularly, this may include saying 'thank you', praising quality work or significant effort.

Health And Safety

We have a duty of care to all volunteers and will take all reasonable steps to protect their health and safety at the Museum. Volunteers are required to follow all health and safety procedures and to adhere to the safety policy of Llandudno Museum.

All our staff, members, tenants and visitors must have an awareness and understanding of health and safety hazards and risks that affect our organisation and building. Llandudno Museum expects everyone to be responsible for the day-to-day arrangements to ensure that work in and visits to museum galleries are organised in an efficient and safe manner.

Any accidents or near misses involving volunteers will be recorded in the Museum accident book. All volunteer roles will be risk assessed, using a standard template and covering both the tasks involved and environment in which they will be conducted.

Safeguarding children, young people and adults at risk

Volunteers likely to be in contact with children or adults at risk will be required to undergo a criminal record check. This information will be confidential and only relevant convictions will be considered.

Safeguarding information will form a part of the core training and induction programme for any volunteers working with children or adults at risk.

Expenses

In the UK the HM Revenue and Customs and the Department of Work and Pensions recognise the following as being legitimate expenses for volunteers:

- travel to and from the place where the volunteering activity takes place.
- travel during volunteering
- meals taken during volunteering.
- postage and telephone costs
- care of children and other dependants during the period of voluntary work
- the cost of protective or special clothing

Llandudno Museum recognises that the reimbursement of expenses incurred in travelling to and from the place of volunteering or while volunteering is important from an equal opportunities point of view. This is necessary to ensure that all individuals have access to voluntary opportunities.

Llandudno Museum's volunteers are able to claim reasonable out-of-pocket expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from the museum and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. It is the responsibility of the supervising member of staff to make volunteers aware of the procedure for the reimbursement of expenses.

Due to limited funds, Llandudno Museum can only reimburse museum related travel for journey outside the normal museum commute.

Confidentiality and Security

Llandudno Museum will treat information about volunteers confidentially and will store volunteer data securely as required by the Data Protection Act. Llandudno Museum will not pass volunteer personal details on to other organisations unless agreed with the volunteer.

Prior to taking up a volunteer role, we will request information from all volunteers on any health issues, needs and access requirements relevant to helping ensure their safe involvement. This information will be requested and held securely in line with our data protection policy.

Intellectual property

All creative work produced as part of the volunteer role is copyright of the Llandudno Museum. Volunteers must not remove any materials in any format without the permission of their supervisor.

Insurance

Llandudno Museum's liability insurance policies include the activities of volunteers and liability towards them.

The museum does not insure the volunteer's personal possessions against loss or damage.

Grievances

The museum aims to treat all volunteers fairly, objectively, and consistently. The museum seeks to ensure that volunteers' views are heard, noted, and acted upon promptly and aim for a positive and amicable solution based on the museum's guidelines for settling differences.

The chair of the management committee is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by Llandudno Museum to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, Llandudno Museum's wider disciplinary, grievance or complaints policies and procedures (which include volunteers) will be referred to.

Rights and Responsibilities

The museum recognises the rights of volunteers to:

- know what is (and what is not) expected of them.
- have adequate support in their volunteering.
- receive appreciation.
- have safe working conditions.
- be insured.
- know their rights and responsibilities if something goes wrong.
- receive relevant out-of-pocket expenses.
- receive appropriate training.
- be free from discrimination.
- be offered the opportunity for personal development.

The museum expects volunteers to:

- be reliable.
- be honest.
- respect confidentiality.
- make the most of training and support opportunities.
- carry out tasks in a way that reflects the aims and values of the museum.
- work within agreed guidelines.
- respect the work of the museum and not bring it into disrepute.
- comply with the museum's policies.

Volunteers are free to stop volunteering whenever they like but it is appreciated if some notice is given.

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this, we will always say thank you and show appreciation for a job well done.

We will hold monthly meetings and social events each year to celebrate our achievements. During these events volunteers will get an opportunity to meet other volunteers and supporters of our work and share in our plans for the future.

We will take opportunities on our social media and other external communications to praise the achievements of our volunteers.