

VG&M Volunteering Policy

VG&M Mission Statement

Our Mission is to enable people to explore our collections for inspiration, learning, the creation of knowledge and enjoyment in line with the University's founding mission *'for advancement of learning and ennoblement of life'*.

The VG&M collects, safeguards and makes accessible objects that they hold in trust for society.

Our Vision is to be recognised as the most engaging, inspiring and welcoming University galleries and museums by looking forward through the past, for the advancement of learning and ennoblement of life.

1. Purpose of This Policy

This document outlines the core policies that underpin the relationship between the VG&M and you, our volunteer. The purpose of this policy is to ensure the delivery of a high quality and inclusive volunteer programme across the organisation.

This policy aims to:

- Provide a step by step guide regarding your involvement as a volunteer.
- Provide a set of guidelines to ensure that you are fully supported during your time at the VG&M.

2. Why Involve Volunteers at the VG&M?

The VG&M is committed to working with you and we recognise that the volunteer programme is an essential part of our service.

As a volunteer you will:

- Complement the skills of paid staff
- Bring fresh enthusiasm and motivation to our team
- Contribute to the goals, aims and objectives of our work
- Bring new perspectives and skills into our organisation
- Help build links with local communities
- Enable us to fulfil our corporate and social responsibilities

What you can expect from us:

We are committed to encouraging and supporting all volunteers and will do this by:

- Welcoming volunteers as part of the team and providing an induction to the services offered
- Providing volunteers with a nominated member of staff to serve as a main point of contact and support
- Talking to volunteers about their role and providing appropriate training, guidance and support depending on the abilities and interests of the individual and VG&M

- Provide an opportunity to develop skills to help with future employment in the arts and heritage sector.
- Always considering the health, safety and wellbeing of volunteers
- Giving feedback in order that volunteers can develop in their role
- Ensuring volunteers feel valued and thanked for their contribution

3. Definition of a Volunteer

A volunteer is defined as someone who commits their time freely for the benefit of an organisation, through personal choice and without expectation of financial reward. As a volunteer, you should act as ambassadors for the VG&M, representing us in a professional manner to our visitors.

What is expected of our volunteers:

- being reliable and honest
- uphold the museum's values
- carry out volunteer tasks within agreed guidelines

4. Equality, Diversity and Inclusion

The VG&M is committed to the principle of Equal Opportunities adhering to the University of Liverpool Diversity and Equality Policies.

You will be expected to have an understanding and commitment to equality, diversity and inclusion.

5. Recruitment of Volunteers

- The VG&M recruits all volunteers via the Volunteer Makers website (<https://uolmuseums.volunteermakers.org/>)
- All current volunteering opportunities are listed on this website as challenges.
- We offer a variety of opportunities that are suited to your time commitment, ensuring flexibility for each individual.
- Involvement in volunteering projects will be on the basis of application, interview and selection and not all applicants will be selected but we will endeavour to respond to all enquiries by potential volunteers seeking volunteering opportunities.

6. Induction, Training & Development

All volunteers will be made to feel welcome and relevant policies and procedures will be made available, together with general information about the VG&M on a dedicated volunteering training page that will be sent with your induction information.

You will receive induction and training relevant to your role, including recording your own volunteering hours on Volunteer Maker.

Your development will be supported throughout your time at the VG&M.

7. Support & Supervision

The VG&M aims to provide all that is necessary for volunteers to have a worthwhile, enjoyable and beneficial experience volunteering:

- Support from relevant staff will be given to you throughout your time at the VG&M. A designated member of staff will be appointed for each volunteering opportunity.
- After relevant training you will attend a review meeting as an opportunity for constructive feedback. This will include feedback relating to the impact of the placement, your own wellbeing, challenges encountered, and training needs or concerns identified.
- You will be given contact details of the designated member of staff who has been appointed to you and regular contact is encouraged in relation to the volunteering role via email, telephone and in person.
- You will be entitled to receive a reference for the volunteering that you have carried out after a period of 3 months.

8. Problem Solving

You will be treated fairly, objectively and consistently.

- Reasonable measures will be taken to resolve problems in a fair manner at the earliest opportunity.
- You are encouraged to raise problems with VG&M staff as soon as possible.
- If problems are identified by VG&M staff they will be discussed with you as soon as possible. In both instances if the problem is not resolved then the matter will be referred to the Head of Museums and Galleries.
- If a problem cannot be resolved, and/or negatively affects the VG&M, you may be asked to leave the volunteer role within the organisation.

9. Expenses

Unfortunately, you will not be reimbursed for expenses to attend your main role at the VG&M although we are incredibly thankful for all time offered.

10. Rest and Refreshment

If your shift is 6 hours or longer you are entitled to a 30-minute break in the VG&M Ground Floor Kitchen. Access to a fridge, freezer, kettle and microwave is available in this space and there are biscuits, tea and coffee in the Volunteer Cupboard. Tesco is located over the road on Brownlow Hill and the Waterhouse Café may also be open during your shift.

If you do require a short break, please do speak to a member of the team.

11. Reporting Sickness & Absence

The VG&M values the time that you invest in your activities with us and we rely on our volunteers to turn up when you have agreed to do so. You must let the VG&M staff know as soon as possible if you are unable to fulfill an agreed commitment. You can contact our team via email – vgm@liverpool.ac.uk or telephone 0151 794 2348. Our team work Monday – Saturday 9:15am – 5:15pm.

We understand that from time to time, volunteers may have other commitments which prevent participation in the programme.

If no communication has occurred between the volunteer and the VG&M for a period of more than 6 months, we will assume the volunteer is no longer interested in working with us.

12. Data Protection and Confidentiality

The VG&M undertakes all measures to maintain confidentiality concerning your personal details and we ask that you respect the confidential nature of some of the information you may see and hear and must not at any time disclose this information to any person.

How we will handle your details -

- We require a telephone number and email address so that our staff can contact you quickly and easily.
- Your details will be held electronically on the Volunteer Makers system and a secure University of Liverpool staff drive.
- Your details will be kept securely and only used by the Volunteer Team.
- If you don't want us to store your details this way, please let us know.
- Once you have decided to end your volunteering placement with us, or if we have had no activity recorded on Volunteer Maker in 6 months, your details will be removed from our systems in accordance with Data Protection.

13. Social Media

You are expected to comply with the University's Social Media Compliance Policy which can be accessed at the following link:

<https://www.liverpool.ac.uk/media/livacuk/computingservices/regulations/social-media-policy.pdf>

14. Insurance

The University of Liverpool's Employers & Public Liability Insurance policy provides comprehensive cover for volunteers.

15. Personal Property

You will be given somewhere safe and secure to store your personal property if you wish to and lockers are available. You will not be asked to use your personal property for volunteering purposes but should you choose to and this becomes damaged, lost or stolen this is your own liability and is not covered by insurance and the VG&M.

This Volunteer Policy was originally produced in January 2022 and will be reviewed regularly as required to accommodate developments at operational and strategic level.

Volunteer Signature

Date

Volunteer Name (printed)