



Volunteer Policy

Bishop's Castle Town Hall depends on its volunteers to be able to keep the building open to the public and to share its precious and interesting history and heritage with local residents and visitors to the town.

This Policy has been produced to confirm our commitment to supporting volunteers and to thank them for the major contribution they make.

- Bishop's Castle Town Hall Trust recognises the unique perspective and valuable contribution that volunteers bring to the delivery of our core aims and objectives
- Bishop's Castle Town Hall Trust will do everything possible to support volunteers and to make the experience satisfying and enjoyable

Responsibilities

Bishop's Castle Town Hall Trust:

- Offers a wide and flexible range of volunteering opportunities
- Treats volunteers as partners of the organisation's salaried staff, jointly enabling the organisation to achieve its aims and the fulfilment of its mission
- Provides adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by the organisation
- Provides adequate information, induction, training and assistance for volunteers to be able to meet the responsibilities of their work as a volunteer. Volunteering can be satisfying and enjoyable, but also demanding and responsible, requiring people with certain skills and personal qualities. Volunteer tasks will reflect these and allow personal and skill development whenever possible. Details of support and training will be given to each volunteer as part of their induction
- Sets policies, procedures and undertakes risk assessments to minimise Health and Safety risks in the course of volunteering
- Maintains confidential records relating to volunteers as directed by the regulations of the 1998 Data Protection Act and under the Police Act 1997
- Will resolve in a fair and just manner any problems, grievances or difficulties that may be encountered by volunteers (*mechanism tbc*)

Volunteers

All Trustees, staff and volunteers are ambassadors of the Town Hall. Volunteers are asked to:

- Sign a Volunteer agreement
- Meet agreed commitments other than in exceptional circumstances, and give reasonable notice when it is impossible to meet a commitment, so that alternative arrangements can be made
- Help the organisation fulfil its aims and objectives
- Attend to the safety and care of others ensuring that as many people as possible appreciate and enjoy the Town Hall and leave satisfied with their experience
- Respect the ability, culture, religion, gender and lifestyle of everyone involved in the organisation and visitors to the Town Hall
- Help to establish and maintain a co-operative and friendly working environment
- Take due care not to undermine the Health and Safety of anyone in the organisation or the building
- Consent to a CRB check for those willing to work specifically with children
- Adhere to the organisation's policies, procedures, standards and guidelines at all times.
- Maintain the confidential information of the organisation
- Not to bring the Town Hall Trust into disrepute

Equality of Opportunity

- Bishop's Castle Town Hall Trust respects everyone's right to be involved irrespective of race, culture, religion, gender and lifestyle
- Bishop's Castle Town Hall Trust endeavours to recruit volunteers that are representative of the communities we serve and the diversity of the people who visit the town and the building

Adopted by the Town Hall Trust – June 2012