

1. General Information

The museum seeks to involve volunteers to encourage an increased contact with the local and wider communities. The museum aims to broaden the services on offer to our visitors through the skills and attributes of volunteers. Because of the special responsibilities of volunteers and the trust placed in them, their activities are co-ordinated and supervised by museum staff following established procedures and policies.

2. Recruitment of Volunteers

- Volunteers are actively welcomed from a variety of backgrounds.
- No formal qualifications are required, however, a positive interest in ensuring all our visitors enjoy their contact with us is essential.
- The General Manager and respective Departmental Managers will carry out an informal interview with all potential volunteers to assess for suitability, in addition references will be required.
- Volunteers are required to complete a registration form for our records.
- There is no formal contract, but an agreement is made and signed between both parties.

3. Responsibilities of Volunteers

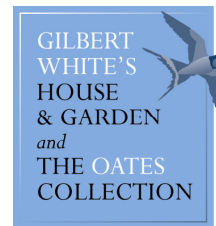
- Volunteers, after appropriate training, will be given specific responsibilities within their chosen area of work.
- There will be an opportunity to develop skills and experience.
- Volunteers will not be asked to take responsibility for any activity beyond their comfort level.
- Volunteers will be given the opportunity to help develop museum events, resources and activities if they are interested in so doing.
- Volunteers working with children and young people will be asked to undergo a CRB check and have a certificate of Enhanced Disclosure. The museum will meet the costs.

4. Time Commitment

- Volunteers are free to work whichever hours suit them by prior agreement, however, punctuality and reliability are essential in maintaining the standards of excellence to which we aspire.
- As part of the induction, volunteers will be asked to indicate which days and times are most convenient to them. This information will be used to help match volunteers to museum bookings and activities.

5. Training for Volunteers

- Induction training will be provided for all volunteers.
- Additional training will be provided appropriate to the tasks undertaken.



6. Volunteer Handbook

Every volunteer will be taken through the Volunteer Handbook as part of their induction programme. The pack includes:

- Induction checklist
- Health & Safety Information
- Equal Opportunities Policy
- Customer Care Policy
- Child Protection Policy

7. Equal Opportunities & Access

Gilbert White's House & Garden and The Oates Collection is an equal opportunities employer and this approach is carried through to encompass volunteers. Volunteers will be expected to promote equality of opportunity to all our visitors and work with staff to promote accessibility to all visitors. Access is seen in terms of identifying barriers which prevent participation and developing ways to dismantle them.

8. Insurance

The approved activities of all volunteers are covered under the liability insurance policy for Gilbert White's House & Garden and The Oates Collection.

9. Termination

The museum operates an open-door policy and so it is hoped that any difficulties or issues that might arise could be talked through and resolved with the appropriate manager. However, if it becomes necessary for the museum to terminate the placement of a Volunteer, or if a Volunteer wishes to cease their placement, discussion will take place with the relevant parties and the General Manager.

10. Expenses

- Mileage is not paid for volunteers, except in exceptional circumstances.
- Any necessary expenditure on resources or materials for museum use must be authorised in advance by the relevant Departmental manager and appropriate receipts obtained.

11. Benefits

- We hope that anyone who decides to offer their time and services as a Volunteer will find the experience interesting, fulfilling and rewarding.
- Volunteers may develop new skills or interests and will certainly have the opportunity to make many new friends.