

## **VOLUNTEER POLICY**

### **Introduction**

Huddersfield Literature Festival (hereafter known as HLF) recognises and values the important contribution volunteers make to the organisation and is committed to demonstrating good practice in volunteer management. We recognise the mutual benefits of working with volunteers and this document outlines our approach and the procedures we will put in place to ensure a high-quality experience for volunteers.

### **What is a Volunteer?**

An HLF volunteer is defined as someone who, unpaid and of their own free will, contributes their time, energy and skills to the benefit of the organisation. HLF has a commitment to celebrating the involvement and achievements of all our volunteers. We recognise that volunteers can bring new ideas, skills, enthusiasm and a different perspective to our work. The policy is intended to outline our expectations; it does not constitute any form of contract between the volunteer and HLF.

### **Our Commitment to Volunteers**

We are committed to offering safe, enjoyable and rewarding volunteering experiences, which are supervised and resourced appropriately. Where possible, we will tailor the role to meet the particular needs of the volunteer. There will be a transparent process for recruiting and managing volunteers. We will develop volunteer role descriptions to enable potential volunteers to understand the volunteer opportunity and decide if it is appropriate for them. Volunteers will be supported by a comprehensive induction and training programme.

### **Volunteer Roles**

We offer the following volunteer roles:

- Event Manager
- Event Steward
- Event Planner

Full details of what these roles involve are explained to all volunteers and are set out in the HLF Volunteer Handbook.

### **Equal opportunities**

HLF volunteer roles are open to all and we recruit in a fair and transparent way and in line with our Equality and Diversity policy. We will make reasonable adjustments to ensure our volunteering opportunities are open to those with additional needs. We currently promote our Volunteer roles via social media, HLF website, HLF newsletter, via the University of Huddersfield, by word of mouth at the Festival and at other events. Our future Volunteer recruitment advertising will also be targeted to help fill any gaps identified by the HLF Equalities monitoring form

### **Safeguarding**

Our current Volunteer roles do not require a DBS. All volunteers will understand the issues involved in safeguarding and our safeguarding procedures as outlined in the HLF Safeguarding Children and Vulnerable Adults Policy.

### **Volunteer Recruitment**

All prospective volunteers will be asked to complete an application form and provide references. Volunteers from overseas are responsible for ensuring that they are permitted to volunteer in the UK. If unsure they are advised to check with the UK Borders and Immigration Agency or seek further guidance at [ncvo.org.uk](http://ncvo.org.uk). Prospective volunteers who are receiving benefits should seek agreement from their Social Security or Jobs and Benefits Office before taking on a volunteer opportunity with us. Successful applicants will be required to fill in a Volunteer Registration form and asked if they would mind completing an anonymous Equalities Monitoring form. Unsuccessful applicants will be given feedback and signposted to Volunteering Kirklees or other appropriate opportunities we are aware of.

### **Volunteer Induction and Training**

Volunteers receive induction training which covers all HLF policies including, Health & Safety, Volunteer Expenses, Safeguarding Children and Vulnerable Adults. Other training provided includes, Customer Services and Presenting a Professional Face At The Festival, Dealing With Difficult Situations and Disability Awareness Training.

Volunteers will be given practical demonstrations on how to safely use Festival equipment such as walkie-talkies and banners.

### **Volunteer Feedback**

Volunteers should be given informal feedback at the end of volunteer sessions. Feedback should let them know what they did well and help identify areas where they may need further help or advise. Volunteers should be asked for their feedback on training sessions and their experiences as volunteers with HLF. This feedback should be used to inform future volunteer roles, policy and training sessions.

### **Volunteer Expenses**

Volunteer expenses will be reimbursed in line with the HLF Expenses Policy.

### **Insurance**

HLF holds insurance which combines Public Liability, Personal Accident and Employer's Liability which provides cover for volunteers.

### **Health and Safety**

HLF volunteer roles have been risk assessed in line with the HLF health and safety policy. We request emergency contact details and information regarding medical conditions from all volunteers.

### **Young People and Volunteering**

HLF volunteer roles are suitable for anyone over the age of 18 years of age.

**Problem Solving**

Volunteers will be issued with a copy of the HLF Volunteer Handbook which explains how volunteers are expected to behave and what will happen if they do not. The HLF Volunteer handbook sets out these expectations and also explains how a volunteer can raise issues or complaints and what to do if a member of the public raises an issue or complaint.

**Confidentiality, Data Protection and Copyright**

Volunteers will be required to maintain the confidentiality of any sensitive and confidential information to which they are exposed while volunteering with us.

During the induction process we will outline our expectations regarding the use of social media to protect the reputation of HLF.

HLF will also ensure we meet our data protection responsibilities regarding collecting and storing data from our volunteers by storing any personal information securely as detailed in our Privacy Policy.

