



Bannockburn House Trust

Volunteer Policy

This Policy describes the Trusts commitment to volunteering and outlines the general conditions for this area of the Trusts' work. A volunteer is any participant who supports the project in an unpaid capacity. They are individuals who give valuable time to help the Trust deliver its quality service and enhance user experience in roles where there is no remuneration for the service they offer.

1. Introduction to the organisation and involvement of volunteers.

Bannockburn House is a community owned resource where the volunteers are of major importance in the running of and management of the project. The Trust is committed to developing the project to help improve the lives of people in the community, providing a place for learning and a place for community use as well as being a sustainable visitor attraction.

Volunteers help in various ways to provide a wide range of services and work which will enable the Trust to develop the long-term plans for Bannockburn House as a community resource to be enjoyed by all. Some of the volunteering opportunities will include: Heritage gardening, outdoor groups, community projects, tour guides, research, architecture, marketing, learning, arts and crafts, forestry, traditional crafts and stewarding at events.

Volunteers are vital to the Trust's success and can provide invaluable specialist expertise, resources and local knowledge. They will be the driving force behind the project and will work closely with paid staff to ensure that the project moves forward in line with the plans identified for Bannockburn House and the wishes of the community.

Volunteers come from a wide variety of backgrounds, are of all ages and have a wide variety of interests. Key volunteers are especially important and can be defined as those with responsibility for assets of the Trust and/or for handling Trust monies. Having responsibility for other volunteers and those with responsibility for a significant representational or ambassadorial role on behalf of the trust.

Volunteering at Bannockburn House is therefore very significant across all departments and may be challenging but the Trust aims to be a friendly and welcoming organisation that will continue to involve volunteers across the board.

All volunteers will volunteer within the aims and objectives of Bannockburn House Trust.

Volunteers will be treated with respect by paid staff and other volunteers and as part of its Duty of Care, the Trust also recognises that everyone's safety is paramount and will strive to put measures in place to ensure this.

2. Recruitment of volunteers

Bannockburn House will develop a wide range of opportunities for volunteers from major commitments through to occasional involvement depending on their personal circumstances and wishes. Volunteering will be supported by volunteer role descriptions and agreements where required and volunteers will have clear line management and be aware of where responsibility lies within the Trust. Volunteering at Bannockburn House is open to all regardless of race, gender, religion, sexual orientation and political belief.

Recruitment is currently through local volunteers themselves word of mouth or by posting information on social media like Facebook, Twitter and the website. Initial enquiries are made through the volunteer co-ordinator by email, telephone or by a visit to Bannockburn House. In the unlikely event that a volunteer is deemed to be not suitable for volunteering, Bannockburn House Trust will consider other opportunities which may be available and make every effort to provide constructive feedback as to why their offer of help is declined.

Volunteers working with children and vulnerable groups will follow the appropriate code of practice and be subject to background checks.

Bannockburn House is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued and where those with diverse backgrounds and experiences can participate and contribute.

Volunteer roles will be defined through a system of supportive supervision and discussing with the volunteer what they wish to do. Volunteers may have a variety of expertise and skills they wish to impart and this will be hugely encouraged.

3. Management Support and Supervision

All volunteers will be given the name of the person who will be responsible for providing support to them whilst volunteering at BBH. This may be another volunteer, a volunteer Team co-ordinator or a member of paid staff.

The volunteer co-ordinator, who is a paid member of staff has the responsibility for communicating all relevant matters to the Bannockburn House Volunteer spokesperson and/or the Board of Trustees.

Volunteers can review their volunteering role and make appropriate changes or take on multiple volunteering roles where required or wished but the Volunteer Co-ordinator and/or

their Team co-ordinator, should be made aware of these changes. This is to ensure that not only are the volunteers' skills and abilities used to full effect and for their personal benefit but also to keep track of the volunteers and where they are working as this is important for health, safety and wellbeing of the volunteer and others.

Feedback from volunteers is encouraged and should be communicated to the Trust through the volunteer co-ordinator to ensure improvements in all aspects of the organisation

The volunteers are also members of the Bannockburn House Trust and are the life blood of the project. Without them Bannockburn House will not succeed in its aims and the volunteers are and will be, a major influence in any decisions made over what happens to the house now and in the future. There must not, however, be any coercion or compulsion for people to volunteer and each person should make the commitment of their own free choice.

Volunteers will receive information by email about volunteering, including training opportunities at Bannockburn House and information will also be posted on the website. A regular electronic Newsletter will also be sent out to volunteers which will detail the opportunities and posted to those volunteers who do not use email.

The Trust will hold meetings for volunteers on a 3 monthly basis usually within Bannockburn Community Centre. All volunteers are invited to attend and the meetings will offer an opportunity catch up with information from the Board of Trustees and ask questions about the project and events at Bannockburn House. A copy of the minutes of these meetings will be sent to all volunteers to keep them up to date with progress.

Volunteers will also be invited to attend the Annual General Meeting where development of the project will be put forward and members of the Trust will have the opportunity to express ideas and vote for members of the Board of Trustees.

Volunteers are asked to feed back their experiences regularly to help Bannockburn House Trust continue to develop the organisation more efficiently.

4. The role of paid staff at Bannockburn House.

There will be some paid staff at Bannockburn House who are employed on a freelance basis either part time or full time and will be employed to take on specific roles and responsibilities in line with the business plan.

Volunteers will be supported by the volunteer co-ordinator who is a paid employee and he/she will be responsible for managing volunteers and ensuring they are fully supported and matched to appropriate roles to fulfil their needs and wishes.

5. Induction and Training

All new volunteers will receive an appropriate welcome and induction from a member of staff or most probably from another volunteer. They will receive a welcome pack containing information about the project, the aims of the Trust and copies of the various Policies currently in force at Bannockburn House.

Volunteers will receive a tour of the house and be advised of volunteering opportunities, the management and support structure of the Trust and of their individual rights and responsibilities.

The Trust also requests that volunteers complete an Equality and Diversity form for the purposes of equality monitoring.

6. General conditions

Volunteer not turning up for agreed work.

The Trust understands that people have personal lives and that occasionally things happen unexpectedly and there may be times when a volunteer is unable to turn up for their agreed role/work. In these circumstances though, it would be expected that the volunteer contacts the volunteer co-ordinator or their Team co-ordinator either through telephone or email at the earliest convenience to enable a replacement or alternative plan to be made.

Health & Safety

Bannockburn House has a duty of care to ensure that a safe and healthy working environment is provided for all volunteers and risk assessments will be carried out when and where appropriate. All volunteers have a duty of care to themselves and to others and no volunteer will be asked to carry out a role which would exceed their ability or that they clearly did not wish to participate in. Please also refer to above condition as, not turning up for a specific role without contacting the Trust, could place another volunteer in a difficult or risky position.

It should be noted that there is a strict no alcohol rule in place for volunteers who are stewarding at events and when representing Bannockburn House Trust at any public engagement.

Expenses

Volunteers will be reimbursed for out of pocket expenses incurred for events at the house or to purchase goods which will be used to the benefit of the project for example, the shop. All money reimbursed will have previously been agreed by Bannockburn House Trust and the Trust cannot pay any other out of pocket expenditure incurred by the volunteer.

Insurance

Bannockburn House Trust is covered by public liability insurance and a copy of this policy can be made available on request.

Problem solving

Any volunteer with a grievance should initially discuss the matter with their Team co-ordinator. If this does not resolve the issue the matter should be taken up with the volunteer co-ordinator who, if no resolution can be found, will have the responsibility to ensure the issue is passed to the Board of Trustees for consideration for action as appropriate. Bannockburn House Trust has a Dignity and Respect Policy and strives to ensure that volunteers do not experience any form bullying, degrading or offensive behaviour.

Bannockburn House Trust reserves the right to dismiss a volunteer from their involvement with the Trust with immediate effect where their behaviour warrants it. Such disciplinary action will be reported to the Board of Trustees and the Board will hear any appeals against such action. Bannockburn House Trusts aims to ensure that all volunteers are treated fairly.

Confidentiality

Bannockburn House will deal confidentially with information about volunteers according to data protection laws and in the best interest of the volunteer. In return volunteers are expected to respect the requirements for confidentiality in their work with the Trust.

Data protection

All volunteers fall into the General Data Protection Regulation which came into force on 25th May 2018. Bannockburn House Trust will ensure that volunteers' personal information such as their address and contact details are kept secure and is appropriate for use by the Trust and will not be stored longer than required, i.e. if the volunteer leaves, then their information will be removed from the data base.

Bannockburn House Privacy Policy is included in the volunteer welcome pack.

Social Media

Volunteers are asked to be respectful of the organisation and ensure that any information put on to social media is appropriate and in line with the aims and values of the Trust.

Saying thank you

Volunteers are appreciated for their personal time and commitment they give to the project and Bannockburn House Trust will strive to highlight contributions from volunteers through awards and recognitions. Volunteers will also be encouraged to contribute to newsletters, media and any other publications.

Volunteers in the position of representing Bannockburn House Trust, when leading activities on or off site, are entitled to receive branded clothing, when available and/or Bannockburn House lanyards to confirm their position in public.

Endings

Volunteers move on due to a variety of circumstances and Bannockburn House Trust will wherever possible and appropriate provide a reference if required.

Review

This volunteer policy will be regularly reviewed and where necessary updated and changed to ensure it is fit for purpose as the needs of the organisation develops.

The Board of Trustees approved this Policy on 12th February 2019