



HILLINGDON
LONDON

Volunteer Policy at Compass Theatre and Manor Farm

London Borough of Hillingdon's Resident Service is responsible for ensuring the efficient delivery of arts events and activities at Compass Theatre and the Manor Farm Site.

Principles

- Management at Compass Theatre and the Manor Farm Site recognise that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Management at Compass Theatre and the Manor Farm Site will ensure that all volunteers are properly integrated into the organisational structure.
- All Compass Theatre and the Manor Farm Site staff will work positively with volunteers.
- Management at Compass Theatre and the Manor Farm Site will seek to help meet the needs of volunteers and provide relevant training.
- Volunteers will not incur any financial loss through volunteering.

Practical Guidelines

The following guidelines deal with the practical aspects of the involvement of volunteers.

Equal Opportunities

The London Borough of Hillingdon promotes equal opportunities and has a commitment to encouraging and valuing volunteers from different sections of our community, backgrounds and with different abilities and needs.

Recruitment and Selection

All volunteers will be requested to complete a simple registration form and, in addition, two references will be required for each new volunteer. Those who volunteer are likely to come into contact with vulnerable people and/or be in a position of trust, they therefore will be asked to provide additional information which may include previous criminal convictions.

This information will be treated with the strictest confidence and will not necessarily prejudice the person from being accepted for voluntary work. All volunteers are required to sign a Volunteer Agreement which does not in any way constitute an offer of employment with the London Borough of Hillingdon. In certain circumstances a CRB check may also be necessary.

What we are looking for in a volunteer?

Management at Compass Theatre and the Manor Farm Site are always looking for people who have a love of theatre and / or heritage and feel they would like to contribute something towards the continued success of both sites in the community. We are looking for willing people who will blend in well with the mix of volunteers who are already in place and this factor is paramount within the selection process. Because of child protection considerations, we are unable to accept people under 16 as volunteers.

Induction and Training

Those who meet the criteria will be given comprehensive induction training to enable them to

obtain a clear understanding of what they will be required to do, and to understand the responsibilities which are inherent within the task. On-going training will be provided where necessary and each volunteer will be given the opportunity to review their progress.

Customer Service Charter

Management at Compass Theatre and the Manor Farm Site are committed to providing excellent customer care and a good quality service to all its patrons. All volunteers will be asked to familiarise themselves with and adhere to the Customer Service Charter.

Support

All volunteers will have a main point of contact and support. They in turn will receive feedback on their progress, and will be given the opportunity to discuss any future development as a volunteer within the service and air any problems.

The Volunteer's Voice

Management at Compass Theatre and the Manor Farm Site hold regular volunteer meetings attended by key members of staff to which all volunteers are invited, which is followed up by a newsletter. This is an opportunity for the managers to keep all volunteers informed of any events or changes that may affect their working practices and for the volunteers to express any views or ideas about Management at Compass Theatre and the Manor Farm Site.

Insurance

Whilst working on the premises in a voluntary capacity, all volunteers are covered by the London Borough of Hillingdon's Public Liability and Employer's Liability Insurance Policies.

Health and Safety

The London Borough of Hillingdon has the same duty of care and responsibility for Health and Safety towards its volunteers as it does for its permanent staff. Volunteers and members of staff alike are covered by the London Borough of Hillingdon's Health and Safety Policy; a copy of which is readily available from the administration offices on both sites and all volunteers are requested to familiarise themselves with this document.

References

Management and staff at the Compass Theatre and the Manor Farm Sites and its staff have a commitment to support and develop those who volunteer by providing references for those who wish to move on to other avenues where appropriate.

Expenses

Voluntary members of staff should not be out of pocket. All reasonable expenses, such as local travel, will be paid on the production of a valid receipt. Please speak to the Front of House Manager if you should wish to claim any expenses.

Conduct

All volunteers are required to carry out their duties in an exemplary manner, and any volunteer who behaves or acts in a manner which is unacceptable or inconsistent with the London Borough of Hillingdon's Equal Opportunity Policy; which includes any aggressive or violent acts or behaviour. Any person acting accordingly will initially be cautioned, and if the behaviour does not desist then they will be requested to stop their volunteering work.

Termination of Volunteer Agreement

All new volunteers are offered a month's trial period during which time their progress will be monitored. In any event, Management at Compass Theatre and the Manor Farm Site reserves the

right to end the services of a volunteer, if, in our opinion, the person concerned has been deficient of his or her responsibilities or has behaved in an unacceptable or negligent manner, or does not fulfil the needs of the Compass Theatre or Manor Farm Site.

Policy Review

The Music and Theatres' Management Team will review all guidelines annually to ensure that they are consistent with good practice and continue to meet the needs of the organisation and its volunteers.

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For more information contact

artsvenues@hillingdon.gov.uk or call 01895 277643