



MUSEUM VOLUNTEERING POLICY

POLICY OBJECTIVES

This policy outlines the Museum's position regarding volunteering and its commitment to:

- Positively and actively engage volunteers in its work.
- Offer fully supported, well-managed volunteer opportunities which mutually benefit the museum and the individual.
- Follow consistent and fair volunteer recruitment and management procedures.
- Provide a duty of care towards its visitors, staff and volunteers.

DEFINITION OF A MUNDESLEY MUSEUM VOLUNTEER

The Museum considers a volunteer to be anyone who freely offers their time, skills, experience and enthusiasm, through personal choice and without expectation of financial reward, for the mutual benefit of the museum and themselves. The museum involves volunteers aged 18 upwards. Currently the museum has no upper age limit provided the volunteer is fit to carry out their tasks.

VOLUNTEERING AT THE MUSEUM

The museum is committed to providing rewarding and enriching volunteering opportunities and recognises the many positive impacts that involving volunteers has, including:

- Helping to deliver the museum's vision (above) and mission to create the most exciting, inspiring and engaging design museum in the world.
- Encouraging links between the museum, visitors and the local community and so making people's heritage more accessible to them.
- Sharing fresh approaches and different perspectives that reflect the diversity of views, knowledge and experience of society.
- Bringing credibility to the museum – volunteers giving their time for free endorses that its work is of value.
- Acting as ambassadors for the museum's work.

Prospective volunteers can apply to the Council via email or letter. It is at the sole discretion of the Museum whether or not to accept a prospective volunteer and the museum is under no obligation to offer a volunteer any task.

INDUCTION AND TRAINING

The museum is committed to ensuring its volunteers are fully prepared for their roles through the provision of appropriate induction, training and supervision. All volunteers receive a Museum Protocol and general induction upon joining which are signed to confirm receipt. Role-related training and access to other relevant training and development opportunities is organised as required. All training is arranged at mutually convenient times.

COMMUNICATION, SUPERVISION AND SUPPORT

The museum aims to ensure that all volunteering experiences are interesting, rewarding, enjoyable and well-supported.

PROBLEM SOLVING

The Museum aims to ensure that, as far as possible, the involvement of volunteers is a positive experience for everyone and that all volunteers are treated fairly, objectively and consistently. The museum aims to take every reasonable step to resolve any problems as quickly and amicably as possible through informal discussion, additional training and support, or by offering alternative volunteer roles. Where a problem cannot be resolved through these methods or it is deemed a serious breach of conduct or policy, the museum may ask a volunteer to leave the programme. All matters relating to complaints by or about volunteers will be treated in confidence.

CONFIDENTIALITY

The museum recognises its responsibilities and obligations under the Data Protection Act 1998 to maintain the confidentiality of any personal, sensitive and confidential information it holds on volunteers and has rigorous procedures in place to safeguard this information. The museum only retains information about volunteers which is necessary to ensure volunteering is an appropriately documented and safe activity. The museum respects the privacy of its volunteers and does not pass personal details on without consent unless legally obliged to. Volunteers should inform their supervisor of any changes in personal information. Volunteers are required to treat as confidential any information they come into contact with whilst volunteering that relates to the museum, its staff, volunteers, donors, partner organisations, policies and practices. Volunteers should not disclose information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

HEALTH AND SAFETY

The museum recognises and takes its responsibility to provide a safe and healthy environment for its employees, volunteers and visitors very seriously. Volunteers are advised that everyone has a responsibility to take reasonable steps to safeguard their own health and safety, and that of any other person who may be affected by their actions. Volunteers are provided with general health and safety information at induction, and specific training as appropriate to each role. Volunteers are required to observe the museum's Health and Safety/Fire Safety policies and procedures and to report any potential hazards, unsafe working conditions or personal injuries to a museum employee. Volunteers should not work outside their authorised area or tasks.

EQUALITY AND ACCESS

The museum is committed to upholding the principles of equality, diversity and equal opportunity in all of its volunteering activity and management. All recruitment, selection, training and development procedures aim to ensure volunteering opportunities are as accessible as possible and that individuals are selected and treated solely on the basis of their relevant aptitudes, skills and abilities, and suitability for the role. The museum is committed to developing a diverse volunteer team, and where required, the museum will make reasonable adjustments to volunteer roles where possible. The museum expects both employees and volunteers to understand and promote its Equalities and Diversity and Access Policies in their own role