

ILKLEY MANOR HOUSE TRUST VOLUNTEER MANAGEMENT POLICY

Introduction

The Manor House Trust's vision is to create an ambitious creative arts and heritage hub for Ilkley, based around the Manor House, its cottages and wonderful courtyard. As a volunteer-led charity, the contribution volunteers make is vital to the survival of the Manor House.

Ilkley Manor House seeks to involve volunteers to:

- Ensure that the House continues to remain open for the public to enjoy for as many weekends as the house is planned to be open.
- Develop and deliver our vibrant arts, heritage and events programme
- Provide new skills and perspectives that will benefit the House and its development

This Policy is underpinned by the following principles:

Ilkley Manor House expects that volunteers, self-employed staff and employees will work positively with each other, treat each other with respect and courtesy, and work together within the organisation's rules, policies and procedures.

Ilkley Manor House will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to continue to contribute meaningfully to the work of the Manor House.

Ilkley Manor House recognises that volunteers require, whenever possible, satisfying work and personal development, and will seek to help volunteers meet these needs, as well as providing training for them to do their work effectively.

Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in the Volunteers Welcome Pack.

Recruitment – Ilkley Manor House is committed to equal opportunities in relation to recruitment, selection and involvement of volunteers. All prospective volunteers will undertake an informal interview to find out what they would like to do, their availability, skills, suitability and how best their potential might be realised. Where appropriate, references and DBS checks may be required.

Each volunteer will receive a volunteer handbook that sets out what the Manor House expects from the volunteer, and what the volunteer can expect in return from the Manor House. We have no intention of creating a contract with any volunteers, and volunteers will not be used to replace paid staff.

Expenses – Volunteers will have their reasonable travel and other expenses reimbursed. Prior authorisation from the Volunteer Coordinator will be required. To claim expenses, receipts must be provided.

Induction & Training – All volunteers will receive an induction and training will be provided where appropriate.

Support – All volunteers will have a named person as their main point of contact. They will be provided with regular opportunities to feed back on their volunteering experience, discuss future developments and air any problems.

Having a voice – Volunteers are encouraged to express their views about matters concerning The Manor House and its work through meetings, events and an annual volunteer survey.

Confidentiality – Volunteers are expected to consider themselves representatives of Ilkley Manor House, and are bound by the same requirements for confidentiality as employees.

Use of Images – Photographs or film of volunteers may be taken and used for a range of promotional purposes to support the Trust's aims. As part of the induction process, volunteers will be asked to complete a form to record how they would like their image used, if at all. The Trust will never use a volunteer's image without their consent.

Use of social media – volunteers who support the Manor House by posting content on social media platforms are asked to remember that by doing so they are representing the Manor House and should therefore act in the Manor House's best interests. Volunteers are also expected to have read and understood our 'Using Social Media Tips for Volunteers' document.

Keeping your data safe – personal information that you provide will be kept securely encrypted and will never be passed on to third parties without a volunteer's permission. Data will be handled in accordance with our data retention policy.

Health & Safety – Volunteers are covered by Ilkley Manor House's Health and Safety Policy. All volunteers are covered by Ilkley Manor House's insurance policy whilst they are on the premises or engaged in any work on The Manor House's behalf.

Equal Opportunities & Diversity – The House operates an Equal Opportunities & Diversity Policy in respect of employees and volunteers. Volunteers are expected to have an understanding of and commitment to this policy.

Problem solving – We aim to identify and solve problems at the earliest possible stage. In the first instance, complaints should be raised with a Trustee. There is a complaints procedure for dealing with complaints either by or about volunteers or employees.

Procedures for Leaving as a volunteer – All volunteers will have an opportunity to provide feedback to the Manor House Trust should they decide to leave their volunteer role. The Trust will provide appropriate references for any volunteer who applies for other posts.

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