

Volunteer policy

Introduction

A volunteer is a person who gives freely of his/her time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

We recognise the immense benefits that volunteers bring to our organisation, and the bridges that they build between Landmark and our supporters and the general public. In return, Landmark hopes to give its volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

Landmark tries to offer a range of volunteering opportunities and, in accordance with our equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available.

1.0. Status of volunteers

A volunteer is not an employee and will not have a contract of employment with Landmark. We as the organisation will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that we will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and Landmark as organisation is not bound to provide the work. It is also expected that both Landmark and the volunteer will give as much notice as possible if unable to meet these expectations.

2.0. Volunteering roles

Roles suitable for volunteers are coordinated by Caroline Stanford as Head of Engagement, in consultation with other members of the management team, who will draw up a volunteer outline for each task identified. This will set out the requirements of the role and the skills or experience needed, as well as any training that is required before the volunteering work is undertaken. Volunteers will not be used as substitutes for employees.

3.0. Recruitment

A person wishing to become a volunteer will be asked to complete an application form. The applicant will be asked to identify areas in which he/she would like to volunteer. If Landmark is able to match the applicant to a suitable role, references may be required and, depending on the nature of the role, the prospective volunteer may be required to undergo a criminal records check.

4.0. Volunteering agreement

The volunteer will be invited to enter into a volunteering agreement with Landmark. This agreement will identify:

- the volunteer's role;
- the training that the volunteer is expected to undertake (if any);
- the expenses that the organisation will pay to the volunteer if requested;
- the insurance cover that will be provided for the volunteer;
- who will supervise the volunteer; and
- the notice that will be given to a volunteer if his/her role is to come to an end.

5.0. Training

Landmark will provide any training reasonably required for the role, including health and safety training.

6.0. Health and safety

Landmark has a responsibility for the health and safety of its volunteers. Volunteers should at all times follow Landmark's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or work. Volunteers should report all accidents to their supervisor.

Landmark will provide volunteers with appropriate guidance on any health and safety issues that arise.

7.0. Reimburse

Volunteers are unpaid. However, Landmark will reimburse volunteers for reasonable travel or out of pocket expenses if requested and submitted with receipts through a volunteer expenses form, in accordance with Landmark's expenses policy. Mileage will be reimbursed according to our current rates (currently 30p a mile or 32p if submitted with VAT receipts, calculated in line with HMRC guidelines).

8.0. Policies and procedures

Volunteers are expected to comply with Landmark's policies while they are on its premises or undertaking any of their volunteering duties. Their induction will include an explanation of these policies and procedures.

9.0. Insurance

Landmark will ensure that volunteers are covered under employee insurance and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

10.0. Confidentiality

Volunteers may become aware of confidential information about Landmark, its staff, customers and suppliers. Volunteers must not disclose this 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. For tasks involving commercially sensitive information, the volunteer may be required to sign a separate confidentiality agreement.

11.0. Supervision

A supervisor will be designated to support and manage the volunteer. The supervisor will be available to review the arrangements on a regular basis or as requested. If the volunteer has any queries or would like to change his/her role this should be discussed with the supervisor.

12.0. Dealing with problems

The supervisor will normally try to solve any problems informally, but if this is not possible the formal complaints system will come into operation.

If the volunteer wishes to make a formal complaint he/she should put the complaint in writing to his/her supervisor. If it is not possible to reach a solution the volunteer may raise the matter with the supervisor's manager.

If a complaint is made about a volunteer, this will be notified to him/her in writing and the supervisor will decide whether any action should be taken. If the volunteer is dissatisfied with the decision he/she may raise it with the supervisor's manager.

13.0. Volunteer drivers

Any volunteers who will be transporting equipment or people using a vehicle provided by Landmark must have a valid driving license. They will be covered by Landmark's insurance policy. Where the volunteer will be using his/her own vehicle for transporting people or equipment, he/she must provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate.

The volunteer must report any accidents, motoring offences or police cautions to Landmark. Landmark will not pay any parking fines accumulated by the volunteer.

14.0. Volunteer's pack

On commencing his/her volunteer work, the volunteer will be given a pack containing:

- general information about Landmark (usually a copy of the Handbook);
- a copy of this volunteering policy;
- a copy of the Safeguarding policy;
- a standard volunteering agreement for mutual signature;
- a volunteer application form so that contact details etc can be logged on Salesforce.

15.0. Ambassadors

The Landmark Trust Ambassadors are a small group of highly experienced and prominent people who have generously agreed to use their own expertise and energy to help the Landmark Trust pursue its charitable aims.

Ambassadors are recruited by invitation by the Director and Chairman and give their time on a voluntary basis.

Ambassadors are asked to join for two years, with the make-up of the group reviewed on an on-going basis. Once recruited they receive a pack with information about the organisation and further briefings as useful. Prior to their involvement in any specific activity or event Ambassadors are briefed by a member of the management team on any relevant policies or process which they need to be aware of. For the purposes of governance the Ambassador role is treated elsewhere in our policies and procedures in the same spirit as our volunteers, although Ambassadors receive no recompense for expenses incurred.

15.1 Ambassador role

We discuss and agree with prospective ambassadors individually how they might best contribute. Generally it might involve some of the following: attendance at one or two events during the year (drinks party / lunches), an informal conversation or two giving advice to the team about specific areas, willingness to provide a supportive comment or interview for a publication, or to give advice on potential donors or supporters and facilitating introductions to them.

We keep in touch with ambassadors informally by phone and email, and each has a single member of Landmark staff as a day-to-day contact. There is a regular update by email from the Director keeping Ambassadors abreast of the charity's work and news.