

## VOLUNTEER POLICY

### Introduction

HAT Archive recognises the value of voluntary involvement with its activities as a route to engaging with the community and as a means of encouraging users to help develop the service.

### The purpose of the policy

- To confirm the commitment of HAT to the involvement of volunteers
- To outline the procedures by which volunteers come to work at HAT and establish clear principles for the involvement of volunteers
- To provide a framework for the recruitment of volunteers
- To clarify the relationship between volunteers and paid staff, and provide guidance for paid staff in working with and supervising volunteers
- To recognise that volunteering is a two-way relationship where both parties hold rights and responsibilities, and which involves responsibility and commitment on the part of the volunteer and HAT
- To acknowledge the contribution made by volunteers to HAT
- To ensure the quality of volunteering opportunities on offer along with the quality of work produced by volunteers

### Definitions

- A volunteer is a person who undertakes voluntary work on behalf of HAT through choice, with no contract of employment and without expectation of financial remuneration
- HAT identifies volunteers as two distinct groups:

#### 1. Work experience students:

Students considering a future career in the archive profession and who are seeking experience in the field.

#### 2. General volunteers:

Members of the public who may have a general interest in volunteering, or an interest in social history, advertising or marketing, and who wish to undertake supervised work on behalf of HA

### Why do we need volunteers?

- To support the charitable and educational mission and aims of HAT
- To support the paid professional archive staff by providing volunteer skills and labour
- To add value to the service through the development of prioritised projects
- To enhance citizenship by encouraging the public to use their time and energy for the benefit of the community as a whole
- To promote the use of HAT through community involvement with the service

## What does HAT expect from volunteers?

- A willingness to work in accordance with the aims and values of HAT, and in line with the organisation's existing policies and procedures
- Volunteers will work in a professional manner, positively representing HAT
- An enthusiasm for the preservation of the history of UK advertising
- The ability to work in a team situation under supervision. Although paid staff will take a supervisory role, they do hold other duties, and may not always be immediately available, although they will be on hand whenever possible to offer advice and guidance
- Basic IT skills as projects may involve word processing and data entry
- Attention to detail
- A commitment to maintain confidentiality
- Reliability
- Volunteers will sign in and out on arriving and leaving HAT in order that the time taken on specific projects can be calculated and for Health and Safety reasons
- A record of hours and nature of work will be kept by HAT under the terms of the Data Protection Act, and will be treated with the same confidentiality as the records of paid staff
- Volunteers will not be provided with unsupervised access to secure areas
- Advance notice of any change in hours will be provided
- Receipt of feedback on the completion of any voluntary period

## What can volunteers expect from HAT?

- An opportunity to improve confidence, utilise existing skills, develop new skills and interests and experience social interaction
- An opportunity to contribute to the preservation of the heritage UK advertising
- A programme of meaningful work within the priorities HAT with clearly defined tasks and expectations
- A safe working environment, and cover under the public liability insurance
- An opportunity to learn about the day to day running of a busy business archive service
- Advance notice of hours of work, location and reporting procedures
- Introduction to staff and an induction to office procedures and health and safety regulations
- Respect from paid staff and visitors, along with recognition and appreciation of work undertaken
- Training necessary to complete assigned tasks, including guidance on handling original documents
- Supervision by an allocated member of paid staff
- Consultation on decisions which may have an effect upon the volunteer programme
- The right to withdraw from voluntary work at any time
- Feedback on completion of any voluntary period
- A reference



## The relationship between volunteers and paid staff

- The roles of paid staff and volunteers will be complementary and mutually supportive
- Volunteers will not be used to replace paid staff, but will undertake work which supplements that of paid staff
- Training will be provided where necessary for members of paid staff with responsibility for supervising and managing volunteers

## Recruitment

- Recruitment is by means of a written application by email addressed to the Archive Collections Manager enclosing a CV
- Applicants under the age of 18 will not normally be accepted
- Applications for, and expressions of interest in voluntary placements will receive a response within a reasonable period of time
- The number of volunteers and the frequency of their visits will be set at the discretion of HAT. This will be subject to the capacity of paid staff to organise, supervise and process volunteer work and, for certain projects, the availability of ICT equipment
- Work will be undertaken during normal opening hours
- Volunteers will undertake regular reviews with a member of paid staff to assess work done and identify future goals
- All placements are subject to a satisfactory interview, references and a probationary period

## Dissemination / review

This policy will be made publically available via HAT's website and is subject to future review