



#FBF696 trading as Norwich OUTPOST

Volunteer Policy

1. Introduction
2. Roles and Responsibilities
3. Recruitment
4. Feedback/Complaints
5. Expenses



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1. Introduction

This policy sets out the principles and practices by which OUTPOST Gallery involves volunteers in its organisation and is relevant to volunteers, trustees and steering committee members. It's aim is to clarify various volunteering processes including roles, responsibilities and relationships between the board and volunteers (the board here referring to the steering committee and trustees) to ensure a high standard of practice is maintained throughout the organisation.



2. Roles and Responsibilities

Volunteers constitute the majority of persons involved in running the organisation at all levels. All voluntary roles are based on mutual trust and understanding. There is no enforceable obligation for any volunteer to attend or to undertake particular tasks or for the organisation to continue to provide opportunities for voluntary involvement. Due to the small and independent nature of the organisation, lone-working is a common requirement and as such all volunteers must be over 18.

As it stands there are three general categories of volunteer at OUTPOST:

Invigilators operating on an ad-hoc basis: Invigilators are responsible for keeping watch over exhibitions, recording visitor numbers and maintaining the gallery during opening hours. They may also be occasionally called upon to assist in the install and de-install of exhibitions. Please see detailed guidelines attached for the role of invigilators.

Steering committee members operating on a part-time basis who are responsible for the day to day running of the gallery and studios including the organisation of all artistic programming and activity. One steering committee member (typically the secretary role) is responsible for coordinating invigilation rotas and will be the primary point of contact for volunteers. Detailed breakdowns of steering committee roles

Trustees who are responsible for the long-term governance of the charity.

OUTPOST expects volunteers to be reliable and honest, to comply with all guidelines and policies provided to them and to uphold the values of the organisation. Volunteers can expect clear information about what is expected of them, to be treated with respect and in a non-discriminatory manner, and to be recognised and appreciated.



3. Recruitment

Volunteers should be sought continually and consistently for all roles as they are necessary for almost all operations and functions of the organisation. It is essential that volunteers are fully aware in detail of the responsibilities and expectations of their role before undertaking work, as such advertising should always be clear and accurate. All volunteer opportunities are to be promoted in as wide a range of media as possible to promote accessibility and diversity within the organisation. Targeted recruitment within relevant organisations such as colleges and universities may be used. Methods of application are appropriate and reasonable, most often taking the form of a simple statement of interest.



4. Feedback/Complaints

OUTPOST aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly.

Volunteers are encouraged to provide formal or informal feedback about their experiences and have access to contact information for steering committee members in order to do so. Complaints will be addressed immediately and informally where possible, if further action is required the complaints and grievances policy should be referenced.



5. Expenses

Volunteers will be given clear information about what expenses can be claimed and how to do so.