



Volunteering Framework

1. Purpose of this framework

- 1.1. The purpose of this framework is to provide guidance and direction for staff and volunteers involved in volunteer engagement.
- 1.2. For purposes of clarification a volunteer is understood to be a person who undertakes voluntary work for the Byre. It is undertaken by choice and is unpaid. The Byre Theatre undertakes to organise, supervise, and evaluate the contribution of volunteers.
- 1.3. The Byre Theatre's purpose is to provide a home to, and a platform for artistic, creative, engaging and learning experiences that nurture and enrich the lives of our communities. The Byre believes that volunteers make a significant contribution to the achievement of this by complementing and supplementing the work carried out by its staff and by increasing contact with our local communities.
- 1.4. Volunteers are recruited to supplement activity, and not replace the work or responsibilities of paid members of staff.

2. Benefits of volunteers to the Byre Theatre

Volunteers play an important role and bring a variety of benefits to the Byre:

- Volunteers help us to achieve our strategic aims of growing the theatre's role as a key part of the student experience, supporting teaching and research, developing a strong professional artistic programme, extending and strengthening our engagement with our communities.
- Volunteers bring skills, experience and knowledge that can enrich our understanding and develop our ability to communicate and engage with our communities.
- Volunteers enable us to achieve practical tasks and provide support to our service delivery.
- Volunteers become and remain valuable advocates of the Byre Theatre, and support our endeavours within our communities.

3. Benefits of volunteering to the volunteer

Volunteering provides a variety of benefits to the individuals who participate. These may include:

- An opportunity to gain new skills and experience. Placements will include training and skills development and some projects will include mentoring.
- An opportunity to give something back or to make a difference to the community
Enhanced CV and job prospects
- A chance to get behind-the-scenes at the theatre, and learn about the industry.

- Enjoyment and satisfaction from completing a task or participating in an organisation's activities.
- Social engagement

In addition, the Byre Theatre may provide the following additional benefits to volunteers:

- Social events
- Opportunity to attend performances free of charge through the 'Curiosity Pass' scheme.
- Provision of references

Volunteering must always be mutually beneficial. The Byre Theatre will work to ensure that volunteer placements are fulfilling opportunities for all who give their time.

4. Volunteering Opportunities

The Byre Theatre offers a variety of volunteering opportunities, including:

4.1. Front of House Volunteers

- A public facing role, assisting with audience management before, during and after performances.
- Most commonly required on evenings and weekends and requiring good customer service skills.

4.2. Special Project and Skills-building Volunteers

- These opportunities are linked to specific arts projects which may be time-limited and have a specific goal or aim
- These may involve a more intense period or a greater commitment than some other volunteering opportunities
- The opportunity for self-development and advancement is recognised and supported
- Volunteers may take part in training that can allow them to develop and benefit from a degree of mentoring.

5. Who can volunteer?

The Volunteering Programmes at the Byre Theatre are available to adult members of the local community, as well as Staff and Students of The University of St Andrews

5.1. Right to work

Although volunteering at the Byre Theatre is unpaid, volunteers from overseas will need to demonstrate that they have the right to work in the UK before beginning their volunteering placement. Theatre staff will need to see proof of right to work and may consult or share copies of documents with the University of St Andrews' Human Resources department as part of this process.

Overseas students on a Tier 4 Visa should be made aware that volunteering with us will count towards the number of hours that they work as permitted by their visa.

5.2. Volunteers on benefits

People who are on benefits may volunteer without this affecting what they receive. No contract of employment is created and no flat rate of payment for expenses is offered, only the repayment of any agreed expenses incurred. It is the responsibility of the

volunteer to check that they meet any conditions that come with the benefits they receive.

6. Recruitment and selection

6.1. Advertising of opportunities

6.1.1. Volunteering opportunities will be advertised as widely as possible, including on The Byre Theatre website and social media, through local volunteering organisations, and highlighted at appropriate events, such as the University Volunteering Fayre. Opportunities will be publicised in a manner that ensures a wide variety of people are able to hear about and participate in volunteering programmes.

6.1.2. Available opportunities will be accompanied by a Job/Task/Role description outlining the project, duties of the volunteer, the time commitment required, and the skills needed. These will be reviewed as tasks and responsibilities change.

6.2. Application

6.2.1. Prospective volunteers are required to complete an appropriate application and may be invited to an informal interview. References may be requested as necessary, and right to work checks will be conducted.

6.2.2. Theatre Staff reserve the right to refuse or reject an application on suitable grounds.

6.3. After a successful application, supervisors will liaise with the volunteer to arrange dates for induction/training etc

7. Training & Development

7.1. Volunteer managers and supervisors are responsible for identifying and implementation of appropriate training and support.

7.2. All volunteers will be given, and have access to, a basic induction, which will include information about the venue, project, management structure, codes of conduct, health & safety, and any other relevant information.

7.3. Further training is categorised as **Required** or **Optional**

7.3.1. **Required** training will be specified as part of the Volunteer Role Description and will vary in accordance with the type of volunteer placement. It is expected that the volunteer successfully completes this training in order to fulfil their role.

7.3.2. **Optional** training may be offered as an opportunity for further development, and may provide skills to enhance their role, however the volunteer is not obliged to undertake it

7.4. A record of training activities will be maintained by the Byre Theatre during the duration of the volunteer placement. A copy of any certification relating to completed training will be kept as part of this record.

8. Use of Role Specific/Specialist Equipment

The Byre Theatre undertakes to provide any specialist equipment or resources are required as part of the role.

8.1. Training will be given on the correct use of any equipment

8.2. Volunteers have a duty of care for any equipment provided to them for use in their roles. They should report any malfunction or cause for concern to their supervisor or an appropriate member of staff

9. Volunteer agreements

As part of their initial induction, volunteers and their supervisor will sign a volunteer agreement. This will set out the rights and expectations of each party but is not intended to create a contract.

10. Time commitments

Each volunteering placement will have a specified time commitment. Where practicable, this will be included in the role description and the volunteer agreement.

11. Out-of-pocket expenses

Only agreed out-of-pocket expenditure will be reimbursed, on provision of a receipt or for vehicle mileage at a rate of 45p per mile. Expenses must be claimed using the University's external claim form.

Volunteers are not expected to use their own money to purchase the resources or equipment required for their role. It is a supervisor's responsibility to ensure that volunteers are suitably equipped.

12. Insurance

Volunteers will be covered by the University's Public Liability Insurance for the activities that they carry out as directed by their supervisor.

13. Data protection

The reasons for collecting and making use of the data of volunteers who undertake unpaid work for the University are similar to those for paid employees. The University Privacy notice sets out how personal data are used, the rights of the volunteer, and how those rights can be applied.

<https://www.st-andrews.ac.uk/assets/university/data-protection/employee-privacy-notice.pdf>

14. Information security

14.1. Consideration should be given to the information volunteers are able to access and whether the level of access is proportionate. Volunteers will receive information security training as part of their induction and are expected to maintain the confidentiality of any sensitive data that they may encounter.

14.2. If it is required for any volunteer to access IT Infrastructure, they should be provided with their own log-in details via a sponsored account, which should be obtained from IT Services by the volunteer's supervisor.

15. Disputes

15.1. Where a volunteer has a complaint or concern they should raise this with their named supervisor in the first instance. If the complaint is about their supervisor they should raise it with the Byre Director.

15.2. Where a dispute arises, this will be discussed informally by the relevant parties, with reference to the volunteer code of conduct for issues around volunteers and/or the University's grievance guidance for issues around a member of staff.

15.3. Volunteers are encouraged to provide regular feedback to their supervisor.

15.4. Where volunteer behaviour is not of an appropriate standard a placement may be ended.

16. Health & Safety and Well-being

- 16.1. The Byre Theatre recognises the importance of the well-being of volunteers
- 16.2. Volunteers are expected to follow the University's health and safety procedures. All general health and safety issues and procedures will be included in the general induction that volunteers receive.
- 16.3. Volunteers will receive health and safety training in relation to the specific tasks they carry out and will be expected to read and sign all relevant risk assessments.
- 16.4. Volunteers who have concerns or questions relating to health and safety must raise these with their supervisor.
- 16.5. It is the responsibility of the volunteer's supervisor to ensure that all volunteers are familiar with and follow all Health & Safety policies

17. Equality and diversity

The Byre Theatre and The University of St Andrews is committed to equality and diversity. Volunteering opportunities are open to all. Where reasonable adjustments or additional support are required to enable an individual to volunteer, measures will be put in place to the best of our ability and, as a minimum, in accordance with equality legislation. Volunteering opportunities will be publicised through a variety of channels to ensure that everyone has an opportunity to get involved.

18. Internal responsibilities for volunteers

Each volunteer will have a named supervisor. This supervisor will have the following responsibilities:

- Selecting and developing roles that are suitable for volunteers
- Preparing role descriptions
- Selecting volunteers from among the applicants for a voluntary role
- Arranging the initial induction of volunteers
- Supervising and managing their named volunteer(s) and the project on which they work
- Communication requirements and/or shift availability
- Arranging task specific training, and maintaining training records
- Ensuring the safety and well-being of their named volunteer(s).

In addition to the responsibilities taken by the named supervisors, the Byre Management Team will be responsible for:

- Supporting supervisors in the creation of appropriate voluntary roles
- Arranging the advertising of voluntary roles
- Handling the application process, including receiving volunteer applications
- Ensuring that the legal and internal University requirements around volunteers are met
- Supporting training and mentoring for the skills-builder programme
- Providing ongoing support to supervisors.

19. Evaluation

All volunteering opportunities will be evaluated to ensure that they meet the needs of the Theatre and that opportunities are engaging and rewarding for participants.

20. Policy review

This policy will be reviewed on a yearly basis and is next due for review on 1st August 2022