

Turner's House Trust Volunteer Policy

Purpose of the Policy

Volunteers are recognised as vital in helping Turner's House Trust (THT) achieve its aims. This policy explains Turner's House Trust's approach to recruiting, managing and working with volunteers. It defines the role of the volunteers in THT and how they can expect to be treated.

Volunteers

A volunteer is someone who offers their time and skills without financial reward. Volunteers are an invaluable resource for THT, and individuals offer a wide range of skills and experience, supporting and complementing the work of the staff and trustees. Volunteers play many key roles in THT and are critical in enabling THT to open the museum and exhibitions to the public and carry out its activities. The Trust aims to promote community involvement and to encourage a diverse range of volunteers reflecting the local and visitor profile. Volunteers play a key supporting role but will not be used to replace paid employees.

The Trust aims to promote equal opportunities for all volunteers. It is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and where all people are welcomed to participate and contribute. We respect and value diversity.

Volunteers will receive training and support to ensure they have the skills and confidence to carry out the tasks assigned to them.

Approach to Volunteer Management (Process and roles)

i) Volunteer Roles

Depending on their skills and interests, volunteers, may be involved in a variety of roles at Turner's House, always under the supervision of a paid staff member. The following are the main areas for volunteer involvement:

Volunteering roles
• Stewarding/Hosting
• Guiding
• Learning
• Gardening
• Marketing Assistant

Each area of activity has a detailed volunteer role description. The Trust aims to provide an enjoyable experience with the potential for skills and personal development.

ii) Recruitment and Management

The Trust will advertise available volunteering opportunities in a variety of ways including flyers in the house, adverts, posters, social media, word of mouth, partner organisations, website listings and Volunteer Centres.

Volunteers will complete an application form and undertake an informal interview prior to selection. The Learning volunteers (who are working with children and adults at risk) will undergo a Disclosure and Barring Service (DBS) check. The recruitment of volunteers will be treated in the same way as the recruitment of staff, both in terms of policy and procedure, including regular performance reviews.

Volunteer recruitment will be managed by the Public Engagement and Volunteers Manager. Volunteers will be assigned a supervising manager depending on their area of work, who will support them and provide on the job training as required.

The relationship between the volunteer and THT is based on mutual respect and benefit. At any point the volunteer or Trust may terminate their volunteering with no obligation.

All volunteers are covered by the Trust’s public liability insurance.

iii) Induction, Training and Development

All volunteers will receive induction training including health and safety and safeguarding training. In addition, volunteers will receive task specific training to equip them to carry out their assigned role effectively and efficiently. Networking and research opportunities will also be provided for volunteers. The Public Engagement and Volunteers Manager is responsible for determining training and other additional needs and enabling training, skills sharing and development and networking opportunities for volunteers.

Volunteers will be made aware of the Trust’s Complaints Policy. This, along with other practical details and information is included in the Volunteer Handbook.

Regular opportunities will be made available for volunteers to meet other volunteers, staff and trustees, to discuss their experiences or concerns and contribute ideas or suggestions for the future development of volunteer roles, the visitor experience and the wider THT activities and aims, as well as to socialise.

Equal Opportunities

The Trust recognises that it is essential to provide equal opportunities to all persons without discrimination. No volunteer will be discriminated against by us on the grounds of gender, race, disability, sexual orientation, age, religion, or belief.

It is the aim of the Trust to create an environment in which individual differences and the contributions of all volunteers are recognised and valued and to promote inclusive practice for volunteers. Every volunteer is entitled to be part of an environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated. Training, development and progression opportunities will be made available to all volunteers.

Approval Date: 22 September 2025 by Turner’s House Trust Board

Appendix 1: Controls to be incorporated in the House Manual

REQUIREMENT	OWNER and FREQUENCY
All Staff have DBS checks. All Learning volunteers have DBS checks and are given safeguarding training and sign to confirm they have received it.	Public Engagement and Volunteers Manager to complete skills audit and training needs on recruitment.
All volunteers to be invited to outline their skills, confidence, and training needs annually.	Public Engagement and Volunteers Manager– to complete skills audit and training needs on recruitment and check annually.

Document History

<i>Version 1.0</i>	Previous version Board 2014-03-10.
<i>V 2.0</i>	Updated Jan 2018 by RM in discussion with LT/ MG
v2.2	with updates from CPW

V3.0	Revised with input from RiPi, Alison Porter and RP Approved by email 1/7/2020
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