



Introduction

1. This Policy defines how Stroud District (Cowle) Museum Service¹ (“The Museum Service”) will recruit and manage volunteers². In formalising this Policy, the Museum does not make any volunteer contractually obliged to offer any service; instead it clarifies what the Volunteer and the Museum Service may offer one another.
2. This document is an acknowledgement of the contribution made by volunteers in the delivery of the Museum Service.

Mission

3. The Museum’s Manifesto (Vision) is to provide a museum service that encourages everyone who works, lives or visits the Stroud District to be proud of its past, present and future.
4. The Museum’s Mission is to enable people to access and share the collections and heritage of the Stroud District for present and future generations.
5. As a community based museum, volunteers are viewed as a vital addition to help support and fulfil this vision and mission.
6. We aim to be as inclusive as possible and support all our volunteers appropriately within our limited resources.

Recruitment & Selection

7. The Museum Service may actively recruit volunteers to help deliver key objectives. In doing so it will advertise as widely and appropriately as possible. The advert and information will endeavour to ensure there is clarity in what the volunteer can contribute to the organisation and *vice versa*.
8. The Museum Service may be approached regarding volunteering, either generally, or with a specific purpose in mind. These will be passed on to the Volunteer Coordinator who will log and forward requests to the appropriate member of the museum team.
9. Anyone 18 years and older can apply to become a volunteer. Due to the supervision legally required to comply with Health & Safety and Safeguarding requirements for people under 18 years, we are not able to offer routine volunteering roles to younger people, except for formal work experience placements or specifically organised events.
10. All Volunteers will be required to meet the Volunteer Coordinator for an initial chat. They may then complete a Volunteer Registration Form contained within the Volunteer Information Leaflet and provide two satisfactory references.

¹ Stroud District (Cowle) Museum Service is a discretionary public service provided by means of a partnership between Stroud District Council and the Cowle Trust (a registered charity). The Council provide the operational management and funding for the service and the Cowle Trust are the legal guardians of the collections.

² Volunteers are defined as individuals who give freely their time, knowledge and energy to the Stroud District (Cowle) Museum Service in pursuance of its missions and objectives.



11. Volunteers registering with the Museum Service may be asked to give their consent to a Disclosure & Barring Service (DBS) Disclosure Form³, if their role requires it.
12. Upon receipt of satisfactory references, the volunteer will be added to the volunteer register and an introductory training session arranged.
13. Volunteering opportunities will complement, rather than replace, the work of paid staff.
14. If a volunteer has not volunteered for a period of 3 months (excluding annual closure for deep cleaning or service disruption) we will remove their details from volunteer list after checking with them.

Induction & Training

15. Volunteers will be taken through a clearly set out induction and training process and are expected to countersign the volunteer handbook once completed.

Insurance cover

16. Volunteer work with the Museum Service is covered under Stroud District Council's Employer's Public Liability Insurance. A current copy of this agreement is displayed in the reception foyer.

Equal Opportunities

17. All volunteers are treated in accordance with the Stroud District Council Equality & Diversity Policy.

Data Protection and Confidentiality

18. All information provided to the museum service by the volunteer will be treated as confidential and handled in accordance with our Privacy Policy. Volunteers will not be expected to deal with any confidential information and will be directed accordingly if requested to do so.
19. Work created or commissioned from volunteers whilst volunteering will be considered as joint intellectual property with the Trust and the Council. Creators will be acknowledged by the museum where desired and appropriate.

Resolution of problems

20. The Museum will take any issues or problems arising from volunteering seriously. Any such issues will be dealt with initially by the Volunteer Coordinator.
21. Where it would not be appropriate to raise issues with the Volunteer Coordinator, they should be directed to the Museum Development Manager and/or Strategic Director of Communities.

Expenses

22. If requested, volunteers will be reimbursed for all reasonable travel expenses to and from their place of volunteering. Claims should be submitted monthly. Claims

³ This forms part of the Council's DBS Policy.



submitted later than 2 months after the expenditure has been incurred will not be paid. Volunteers will not be asked to make purchases which would require reimbursement during their volunteering.

The Museum Service's Commitment to you, as a volunteer, is

1. To provide an induction, including Health & Safety at work. To provide training as appropriate to the role
2. To explain your role at the museum clearly to you.
3. Never ask or expect you to perform duties for which you have not been trained for and consented to.
4. Recognise that you are free to stop volunteering at any time. Please give as much notice as possible if you are no longer able to volunteer.

As a volunteer we ask you to

5. Complete a registration form giving contact details and informing the Museum Service of any special needs.
6. Undertake the induction and training and countersign upon satisfactory completion, as set out in the Volunteer Handbook⁴.
7. Respect and comply with decisions taken by the Museum Service team.
8. Recognise the Museum's right to terminate your involvement if your services are no longer required for any reason.

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Review Schedule: Biennial

⁴ The Volunteer Handbook is produced by the Museum Service Volunteer Coordinator