



Volunteer Policy

Introduction

We aim to provide opportunities for our community to enjoy internationally acclaimed contemporary art from across the world.

We recognise the additional value that volunteers bring to our Festival and to our customers and visitors.

Volunteers are involved in the following roles:

- Festival Ushers
- Artistic Volunteers

When involving volunteers we aim to work within the following principles of good practice:

- All voluntary roles will be well thought out and clearly described so that everyone is sure about their respective roles and responsibilities
- We will comply with current Data Protection legislation and guidance in the handling of all information we hold on all volunteers
- Our volunteering opportunities will complement the work of paid staff and enhance the work of our organisation
- Volunteers will have regular opportunities to share their thoughts/ideas/concerns with an allocated person in line with our policies and procedures;
- All of our existing and future policies and procedures will take into account how they affect volunteers

The Purpose of this Policy

By adhering to this policy we aim to:

- Recognise the value of the contribution volunteers make to our organisation
- Be true to the purpose, values, and intentions of the organisation in our approach to involving volunteers
- Recognise the roles, rights and responsibilities of volunteers
- Reiterate our commitment to involving volunteers in our organisation
- Create and work to agreed principles for the involvement of volunteers
- Ensure that we offer satisfying volunteering opportunities as well as support volunteers appropriately to carry out their role to the high standards possible.
- This policy should be read and considered alongside any other relevant policies, procedures and guidance that we use to support the volunteering in our organisation.

Recruitment and selection

We will work to our policy on Accessibility, Equality and Diversity when recruiting and selecting volunteers. In addition, we will abide by any relevant legislation e.g. on Data Protection and the Protection of Children and Vulnerable Adults. All potential volunteers will be asked to complete an application/registration form. Written role descriptions will describe the time, commitment, skills and qualities required as well as the types of activities volunteers will carry out. All volunteers will be asked to provide 2 references where possible. All volunteers will receive appropriate training and development opportunities to help them carry out their volunteering role.

Support

Once volunteering has started we expect volunteers to adhere to our existing policies and procedures. All volunteers are covered under Belfast International Arts Festival Public Liability Insurance. All volunteers will receive appropriate induction into their volunteering. This includes the provision of user friendly information on any policies and procedures connected to their role.

Following Induction, volunteers will have regular pre-event meetings to discuss progress, identify areas for development, or to address any issues.

Written notes of these discussions may be kept in accordance with data protection requirements. Ongoing training and development needs will be met as required.

Problem solving

Where a problem is raised, for example, by a volunteer or about a volunteer, we will endeavour to resolve this using in accordance with the Volunteer Code of Conduct?

Responsibilities

Overall responsibility for the carrying out, monitoring and review of the effectiveness of this policy and associated procedures rests with the Programme & Operations Manager.

Implementation and adherence to this policy is the shared responsibility of all staff and volunteers within the organisation.

DATE: 27th August 2018

To be reviewed 27th August 2019