

# VOLUNTEER POLICY

Museum

March 2016

## Policy principles

- 1.1 The Royal College of Music Museum has an internationally renowned collection which is preserved and held for the benefit of RCM students and staff and the general public free of charge.
- 1.2 Volunteers are very important to the Museum and their commitment and enthusiasm is highly appreciated. The Museum is committed to providing meaningful, enjoyable and safe volunteer assignments of real value within clear and appropriate programmes of activity.
- 1.3 The Museum defines volunteers as those who are under no obligation to perform duties and who have no expectation of, and do not receive any, monetary remuneration for the time that they spend volunteering with the Museum.
- 1.4 The relationship between volunteers and the Museum does not create a legally binding contract or a relationship of employment between the Museum and the volunteer. The Museum accepts that a volunteer's relationship with the Museum may be terminated by either side at any time without notice and for whatever reason.
- 1.5 Volunteers are not a substitute for employees and the Museum does not recruit volunteers to displace them. Individuals who gain employment at the Museum must step down from their volunteer roles.

## Joining the volunteer programme

- 2.1 The Royal College of Music greatly values the assistance provided by voluntary staff and is committed to engaging and developing a diverse volunteer body.
- 2.2 When the Museum has opportunities for volunteers, where possible these are shown on the Museum website. The Museum may elect individuals from applications for voluntary opportunities and invite them to a meeting to determine whether the individual would be suitable as a volunteer for the Museum. The Museum's decision on suitability of a prospective volunteer is absolute and final.
- 2.3 Individuals from outside of the European Economic Area must ensure that they have a visa which permits them to volunteer in the UK for the Museum before applying to be a volunteer.
- 2.4 Children and young people under 18 may volunteer only as part of a recognised work experience programme.

## Volunteer guidelines

- 3.1 The days and hours agreed for voluntary work should be arranged by prior mutual agreement between the volunteer and a member of the Museum staff.
- 3.2 If you are unable to attend your shift as arranged, please inform a member of Museum staff as soon as possible. Conversely, if the Museum needs to move a pre-arranged time, the volunteer will be contacted as soon as possible.
- 3.3 Work to be undertaken should be defined, agreed and supervised by the relevant member of Museum staff.

## Induction and training

4. Volunteers are provided with an induction and training appropriate to their volunteer role. This will include a role summary and likely duration period of the role, and relevant health and safety information and training.

## Expenses and benefits

- 5.1 Volunteers may enjoy the same access to College facilities as other members of staff, including use of the library, the dining room and the senior common room. A full programme of concerts and lectures, mostly free of charge, is also available, and free tickets can also be arranged.
- 5.2 When appropriate, the Museum is able to reimburse travel expenses up to £5 per day. In these cases the role advertisement and summary will state as much.

## Supervision and support

- 6.1 All volunteers are assigned a member of Museum staff to act as their supervisor during their time as a volunteer. The Museum is committed to ensuring that all volunteering experiences are meaningful, enjoyable, rewarding and safe.
- 6.2 Volunteers do not have the authority to represent themselves as spokespersons for the Museum, to make contracts for the Museum or make any other commitment on its behalf.

## Supervision and support

Volunteers are asked to attend any support, training and supervision sessions necessary in order to meet health and safety requirements, and to observe College health & safety and security regulations.

- 7.1 The Head of Estates and facilities team are responsible for first aid. In the case of minor incidents call 4315 or 9-999 from an office phone.
- 7.2 Risk assessments are often prepared for various aspects of the Collections' activity: please ensure that you read the set relevant to the Collection in which you will be active.
- 7.3 The College operates a strict non-smoking policy throughout all its sites.
- 7.4 The RCM's Employer's Liability Insurance extends to cover volunteers whilst they are carrying out College work. It is the duty of all volunteers to be alert to the prevention of personal injuries to themselves, visitors, and other employees. Volunteers should never act negligently, recklessly or in bad faith.

## Confidentiality

- 8.1 Volunteers should uphold the name of the Royal College of Music (and Museum) and maintain confidentiality of all confidential information to which they are exposed while volunteering.
- 8.2 All confidential records, documents and other papers (together with any copies of extracts thereof) made or acquired in the course of voluntary work shall be the property of the College and must be returned to it on the termination of voluntary employment.

Volunteer name [please print]: \_\_\_\_\_

Volunteer signature: \_\_\_\_\_

Date: \_\_\_\_\_

Member of Museum Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_

This policy will be reviewed at least once every 5 years.