



## STANDING OF THE SHOULDERS OF GIANTS THEATRE COMPANY VOLUNTEER POLICY

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|----------------------------|------------------------|
| <i>Date Ratified:</i>      | <i>12 July 2017</i>    |
| <i>Frequency of Review</i> | <i>Every two years</i> |
| <i>Next Review Date:</i>   | <i>July 2019</i>       |

### Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equality and Diversity Policy. The applicant may have to complete an application form, but help can be given with this if necessary. All applicants will be interviewed. If successful, 2 references will be required. Should the volunteer take up the position they will be required to sign a Volunteer Agreement (Appendix A).

A criminal records check with the Disclosure and Barring Service will be made (if relevant<sup>1</sup>) for every volunteer.

### Induction and Training

There will be an induction prepared and delivered by the Administrator or Department Head. This will include:

- The role of the volunteer.
- An overview all staff members and their roles.
- Copies of all the relevant policies including this Volunteer policy and policies for Health and Safety, Equalities and Diversity, and Discipline and Child Protection.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training.
- Information about the relevant Code of Practice.
- Other information as appropriate.

### Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses will be reimbursed including expenses for travel up to an agreed maximum per day. In order to claim expenses, volunteers are asked to complete a form in order for their request to be processed.

### Support

The Administrator will offer support to the volunteers. The Administrator will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise. The Administrator (whether paid or un-paid) will receive support and regular supervision sessions from the Artistic Director and Chair of Trustees.

### Insurance

The Company has a valid insurance policy, which all volunteers are advised to read.

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<sup>1</sup> If the volunteer is to have contact with children or vulnerable adults.



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### Resolving Problems

The relationship between the Company and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the Company is able to maintain its agreed standards and it is also important that volunteers should enjoy making their contribution to the Company.

The Company's process for resolving problems is:

1. Initially with a meeting with the Administrator who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Artistic Director will be convened.
3. If the volunteer's work still does not meet with our standards then we shall have to stop using the volunteer's services.
4. At all times the volunteer will be able to freely state his/her case and can have a friend to accompany him/her.

If the volunteer is dissatisfied with any aspect of the Company's work the volunteer should:

1. Initially explain his/her dissatisfaction with the Administrator. If the Administrator is part of your grievance, the grievance should be explained to the Executive Producer.
2. If that does not resolve the concern then a meeting with the Artistic Director should be convened. If the grievance is with the Artistic Director, then the meeting should be convened with the Executive Producer. This meeting will be formally minuted with both parties having access to the minutes.
3. If that does not resolve the issue then a formal meeting with the Chair of Trustees should follow. This meeting will be formally minuted with both parties having access to the minutes.
4. If after this, the volunteer's dissatisfaction remains unresolved, and the Company are unable to resolve the volunteer's grievance, then it would be inappropriate for the volunteer to continue to be a volunteer.
5. At all times the volunteer will be freely able to state your case and can have a friend to accompany him/her.



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## APPENDIX A

### Volunteer Agreement

Volunteers are an important and valued part of Standing on the Shoulders of Giants Theatre Company Ltd. We hope that you enjoy volunteering with us and feel a full part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them.

We, Standing on the Shoulders of Giants Theatre Company Ltd, will do our best:

- To introduce you to how the organisation works and your role within it and to provide any training you need.
- To provide regular meetings with a main point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us. This contact will be the Administrator or your Head of Department.
- To respect your skills, dignity and individual wishes and to do our best to meet them.
- To reimburse your travel costs up to our current maximum.
- To consult with you and keep you informed of possible changes.
- To insure you against injury you suffer or cause due to negligence.
- To provide a safe workplace.
- To apply our equal opportunities policy.
- To apply our complaints procedure if there is any problem.

I ..... agree to do my best:

- To volunteer reliably to the best of my ability, and to give as much warning as possible whenever I cannot attend my volunteering commitments.
- To follow Standing on the Shoulders of Giants Theatre Company Ltd rules and procedures, including code of conduct, health and safety, equal opportunities and confidentiality.

This agreement is in honour only and is not intended to be a legally binding contract of employment. Please sign below to acknowledge that you have read and understood the information given above:

.....  
Volunteer Signature

.....  
Date

.....  
Manager/Supervisor Signature

.....  
Date