

# Museum of British Road Transport Trust (Coventry) Ltd

(Known as Coventry Transport Museum)

## VOLUNTEERING POLICY

Coventry Transport Museum displays the largest collection of British road transport in the world. Its collection includes over 550 cars, motorcycles and bicycles, 25,000 models and around a million ephemera items that represents Coventry's unique heritage as the birthplace of British road transport. With everything from bone rattling cycles to thrilling land speed record breakers, the Museum is regarded as one of the leading visitor attractions in the West Midlands, welcoming over 360,000 visitors a year.

Within 5-10 years the Museum will be an international Centre of Excellence; a beacon for Coventry; engaging and inspiring the widest possible audience. The Museum will be widely respected for its innovation, audience focus, education and care of collections, celebrated for its popularity, sustainability, effectiveness and its educational, personal, social and economic impact.

### VISION STATEMENT

Volunteering is a partnership between Coventry Transport Museum and the community, within which volunteers actively contribute to the Museum's cultural and leisure programmes and services. The partnership will be promoted through an effective volunteer programme, which delivers a fair, safe, enjoyable and worthwhile experience.

The Museum is committed to develop a volunteer team to support and enhance the work of the Museum whilst at the same time also meeting the needs of the volunteer.

### PURPOSE OF A VOLUNTEERING POLICY

The Policy:

- Formally acknowledges and supports the role of volunteers.
- Sets out the principles governing the involvement of volunteers and provides a set of procedures to ensure good working practices.
- Defines the roles, rights and responsibilities of the Museum and of its volunteers.
- Encourages and enables the involvement of volunteers.

### DEFINITION OF VOLUNTEERING

Volunteering is an important expression of citizenship and is essential to democracy. It is a commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for personal financial gain.

### PRINCIPLES OF VOLUNTEERING

The Museum agrees to abide by the following fundamental principles:

- Choice – voluntary involvement must be a freely chosen option without sanction or penalty, pressure or coercion.
- Diversity – volunteering should provide opportunity for people from varied backgrounds. The principles of Equal Opportunities are basic to supporting diversity.
- Reciprocity – giving voluntary time and work must be recognised as establishing a reciprocal relationship in which the giver also receives.
- Recognition – explicit recognition of the value of the work volunteers contribute to the Museum, to the community, and to wider social and economic objectives.
- Respect – for any special skills, qualifications or experience of volunteers and helps to use and develop those attributes.

## **Recruitment and selection**

The Museum will:

- Recruit volunteers from all sections of the community in line with the Museum Equal Opportunities Policy.
- Acknowledge the importance of social inclusion and recognise that all prospective volunteers have something of value to offer.
- Ask volunteers to set out in a standard format the experience and skills they can bring to a project/service and a final decision will be taken following an informal discussion.
- Make sure that volunteers are selected on their suitability for the volunteering task, matching the volunteer's skills, talents and interests with the Museum's needs.
- Volunteers must be aged over 18 and under 70.

## **Expenses**

The Museum will ensure that there is a clear, consistent accessible system for reimbursement of expenses. These can only be for out of pocket expenses and on production of a valid receipt.

## **Support and Supervision**

The Museum will:

- Ensure that a named Contact Person is assigned for supervision, advice and support.
- Provide opportunities for volunteers and staff to meet.
- Be responsible for providing every volunteer with appropriate and adequate space for working and materials and equipment to carry out their role effectively.

## **Insurance**

The Museum will ensure that volunteers are adequately covered by insurance while they carry out their agreed duties both on the Museum's premises, in Museum vehicles and in the community and that they will be treated in the same way as staff for liability purposes.

## **Health and Safety**

The Museum will ensure that volunteers are given information on the Health and Safety policy.

## **Problem Solving**

The Museum expects volunteers to behave in a normal and civilised fashion and obey reasonable instructions from staff members. If any issues are raised relating to conduct or suitability for the role the Volunteer Coordinator will meet with you to try and resolve them.

## **THE VOLUNTEER SECTOR**

The Volunteering Policy and accompanying procedures are intended primarily for use by the Museum's employees and volunteers. A commitment to the principles contained in the Policy would also be expected from voluntary organisations whose volunteers provide help with the Museum. However, the Museum respects the independence of these voluntary organisations and recognises that they are responsible for the management either solely or jointly with the Museum for the volunteers working on specific projects or services. The Museum will also expect that organisations commissioned by them to carry out work, which involves volunteers should have a volunteering policy which adopts a similar commitment to those outlined in this document.