

Babylon ARTS' Volunteer Policy

Our mission

Babylon ARTS' mission is to **develop creativity and connect communities with arts and culture**. Our aims are:

- For Babylon ARTS to be seen as an essential part of the area's cultural, economic and artistic life.
- To enrich more people's lives through our inspiring and dynamic Creative Spaces* and Creative Communities* programmes
- To build our networks, developing partnerships and connections that enable us to grow arts and cultural provision for the enjoyment of people across West Anglia
- To nurture creative practice of those who live and work in West Anglia, providing opportunities through our programmes, to showcase their work.

*We're developing how we talk about our work, the Creative Spaces strand includes the Babylon Gallery and Babylon Cinema. Creative Communities includes our project work.

Our values

As an organisation, we strive to be:

- **Resourceful**
We seek to develop new partnerships and create opportunities through our work to increase opportunities for arts and creativity to flourish.
- **Passionate**
We care deeply about the communities in which we work and will work fervently to showcase and develop engaging and exciting creative opportunities.
- **Curious**
We are interested in people's ideas and in new ways of working. We're open to trying new things and taking considered risks to reach new audiences. We're keen to invoke curiosity in the communities we work in.
- **Inclusive**
We value diversity, promote equality and provide a supportive environment for artists, audiences, partners and businesses to be creative in response to a variety of art forms, styles and genres.

Purpose and scope of the policy

We recognise that volunteers play a vital role within our organisation and that their contribution enables us to deliver on our mission and charitable aims. We want to ensure that there are good working relationships between paid staff and volunteers, and that our volunteers feel valued and are well supported.

This policy sets out the broad principles for volunteering with us, and has been written to ensure that all our volunteers are treated fairly and consistently, and that volunteers know what to expect from us.

What is a volunteer?

A volunteer is any individual who undertakes unpaid activities on behalf of our organisation of their own free choice. Work experience placements are not considered to be volunteering and are covered separately by staff policies.

Volunteers may be involved in our activities in a variety of ways, and for one-off events or on an ongoing basis. Typical activities undertaken by volunteers include:

- Stewarding cinema screenings at Babylon Cinema
- Acting as an exhibition guide at Babylon Gallery
- Helping with exhibition installations or take-downs
- Supporting outdoor performance, music and film events
- Supporting creative workshops or community arts projects
- Publicity, leafleting and poster delivery
- Working in our box office or helping with office administration
- Being part of our Board of Trustees

Roles and responsibilities

Babylon ARTS is committed to ensuring that the volunteering experience is a positive and rewarding one. Each volunteer will have a named staff contact, who will be responsible for providing guidance, support and supervision.

The volunteer role is based on trust and mutual understanding. Whilst there is no contractual obligation for the volunteer to attend or to undertake particular tasks, there is a presumption of mutual support and reciprocal responsibilities.

Our volunteers can expect:

- To have clear information about what is and is not expected of them
- To receive adequate support and training
- To undertake their role in a safe environment and be covered by suitable insurance

- To be treated with respect and in a non-discriminatory manner
- To receive Time Credits and reimbursement for reasonable expenses in accordance with the policy set out in section 3 of the Volunteer Handbook
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

We expect our volunteers:

- To maintain and uphold the good name and reputation of Babylon ARTS both in person and through online communications and social media
- To treat members of the public, supporters, other volunteers and staff fairly, equitably and with respect
- To encourage open and constructive communication with other volunteers and members of staff
- To undertake their role to the best of their ability and aim for high quality in all contributions
- To be reliable and engaged in their role
- To provide as much notice as possible if they are unable to fulfil their volunteering arrangement or no longer wish to volunteer
- To keep confidential information about volunteers, customers, staff and the organisation private
- To adhere to organisational aims, objectives, policies and procedures, including safeguarding, manual handling and health and safety, and equality and diversity (see the Volunteer Handbook for full details).
- To handle artworks in our care appropriately and to take all reasonable measures to protect them from damage
- To take reasonable care of their own health and safety, as well as those they meet whilst volunteering

Recruitment and selection

We are committed to equality, diversity and fairness in our recruitment and selection procedures. All volunteers will go through a process that is appropriate to the role offered and we will ensure all selections are fair, equitable and based on merit.

A criminal offence will not automatically disbar anyone from volunteering and each applicant's case will be considered individually. However, it is likely that applicants with convictions for serious violent or sexual crimes will not be considered suitable for roles involving young people or vulnerable adults, and those convicted of fraud or theft for roles involving access to money or financial information. Volunteers may be asked to undertake a Disclosure and

Barring Service (DBS) check if they will be directly supporting activities with children, young people or adults 'at risk'.

Learning and development

We are committed to providing volunteers with the necessary information and skills to carry out their tasks. We will provide an induction session, as well as appropriate role-specific learning for volunteers. Volunteers will also be able to access additional training sessions appropriate for their role. All volunteers will have online access to all relevant information and policies.

Training will be provided for staff working with volunteers and the organisation is committed to maintaining and reviewing policies to ensure we keep up-to-date with best practice.

Support and recognition

All volunteers will have a named staff contact and be offered one-to-one and group meetings in person or by phone. We encourage feedback and will evaluate the volunteer experience through a survey carried out every two years. The results will be used to inform the development of our volunteer programme.

We will seek to recognise volunteers' achievements and contributions in a variety of ways:

- Volunteers can earn [Tempo Time Credits](#) in return for volunteering their time and in recognition of their valued contribution to our work. Tempo Time Credits can be exchanged for a variety of services and experiences, with a network of over 800 activities nationwide. Find out more about Tempo Time Credits at wearetempo.org
- Volunteers will be thanked in person, included in celebrations and we will publicise contributions wherever possible
- We will provide opportunities for volunteers to meet and communicate with each other

Expenses

We value our volunteers and want to ensure there are no barriers to involvement. We will reimburse reasonable out-of-pocket expenses including travel and meals in accordance with the Volunteer Expenses policy (see section 3 of the Volunteer Handbook for details).

Resolving problems and complaints

We are committed to resolving all complaints, disputes or grievances fairly and consistently according to the procedures laid out in our volunteer complaints procedures (see section 9 of the Volunteer Handbook for details). Volunteers are encouraged to raise any problems with

their named staff contact at the earliest opportunity so issues may be resolved promptly and informally.

Moving on

We recognise that volunteers may choose to stop volunteering at any time. We will invite volunteers to feed back on their experience, either through a short exit interview in-person or on the phone, or through a feedback form. The results will be used to inform the development of the volunteer programme.

We also have a duty of care for our volunteers. If we consider that a volunteer's duties have become detrimental to their own or other people's health or safety, we have the right to decide it is appropriate for a volunteer to reduce or cease their contribution.

Health and safety

We are committed to providing a safe and healthy environment for all volunteers and to giving appropriate instruction, training and supervision. Volunteers undertake to follow relevant instructions from staff on health and safety, fire procedures, and manual handling. Volunteers must report any accident, incident or dangerous circumstances to a member of staff as quickly as possible.

Volunteers involved in organising or taking part in public events must take all necessary steps to ensure their own and the public's safety. A risk assessment will be carried out by the charity where necessary, and volunteers will be briefed on risk mitigation measures at the beginning of any such event.

Insurance

Volunteers are covered by our Public and Employer's Liability Insurance. We do not provide motor insurance for volunteers using their own vehicle. Charity work is normally classed as social, domestic and pleasure use and not business use. Volunteers are responsible for ensuring their motor insurance provides cover for their activities.

Confidentiality & Data Protection

In the course of their activities, volunteers may have access to, or be required to process, personal data about our staff, supporters, customers or other stakeholders.

All volunteers are bound by the same requirements for confidentiality as staff, as laid down in Babylon ARTS Data Protection and Privacy Policies (see section 6 of the Volunteer Handbook) or by verbal instruction from their supervisor.

Babylon ARTS abides by all provisions of the General Data Protection Regulations 2018 and volunteers who collect or process any personal data on our staff, supports or customers are also required by law to comply with these provisions.