



Staffordshire Archives and Heritage Service Volunteer Agreement

This Volunteer Agreement describes the arrangement made between the Staffordshire Archives and Heritage Service and you:

_____ (print name)

Your Contact Details

GDPR Statement

We will only use this information for contacting you in relation to your volunteer role with us. It will not be passed on to third parties.

Telephone Number	
Email	
Address	

1) Your Volunteer Role

Staffordshire Archives and Heritage Service believes that volunteers make a valuable contribution to the work of the organisation, and therefore aims to make the volunteering experience a positive one for volunteers, customers and colleagues. The role of the volunteer will always be complimentary rather than supplementary to that of paid staff and will never be a substitute for paid staff.

All our volunteers are asked to sign this statement to encourage the development of high standards of voluntary work within the authority. This outlines the scope of their role.

Your role as a volunteer will be to carry out work contributing to the following project/area of work:	
You will be based at:	
Your supervisor will be:	
The work, which you will be carrying out, will support the Staffordshire Archives and Heritage Service by:	
Date of commencement:	
Hours Agreed:	

2) Our Commitment to Volunteers

Staffordshire Archives and Heritage Service will endeavour to show how your work fits into our Service objectives, and we will carry out an annual survey to see how well we are meeting your needs. All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems. Staffordshire Archives and Heritage Service values the work and time given by its volunteers.

Staffordshire Archives and Heritage Service will:

- Provide an induction to the Staffordshire Archives and Heritage Service to include background information about the Service, its aims, objectives and values and how your role will contribute to these.
- Provide a named member of staff to support you in your role and supervise your work.
- Support volunteers in the development of new skills.
- Ensure that volunteers feel recognised, welcome and comfortable in how they carry out their tasks.
- Expect that staff at all levels will work positively with volunteers and where appropriate, will actively seek to involve them in their work.
- Seek to help volunteers to have a satisfying and enjoyable experience and to support them in the skills development through training where appropriate
- Aim to ensure that through the implementation of this policy all volunteers will be safe, supported and valued.

3) Health and Safety

As part of the induction process, volunteers will receive information concerning Health and Safety practices relevant to their duties. If at a later date volunteers require any additional training, Staffordshire Archives and Heritage Service will ensure that this is given (*please refer to the County Council's Health, Safety and Wellbeing Policy*).

4) Insurance

Staffordshire Archives and Heritage Service confirms that SCC has in place liability insurance which will respond to its legal liabilities for any injury which may occur to volunteers while acting on the authority's behalf. The insurance is purely a liability coverage so, for example, will respond to any claim a volunteer may bring against the authority where it considers the authority has been negligent. It does not provide any automatic benefit to them in the event of an injury.

5) Equal Opportunities

Staffordshire County Council operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy. Volunteers are selected on the basis that their skills and abilities will be suitable for the position that they have applied for (*please also see the County Council's Equal Opportunities statement*)

6) Further Training

It may be necessary for Volunteers to undergo further training to improve their knowledge and/or skills or learn new ones appropriate to their duties. This will usually be 'on the job' training.

7) Code of Conduct

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from Staffordshire Archives and Heritage volunteers. All volunteers should ensure that they have read and comply with this Code of Conduct.

- Where possible, let the volunteer Coordinator know if you are unable to volunteer.
- Arrive at and volunteer at the times agreed, and sign in and sign out of the building.
- Treat other volunteers and staff fairly and with respect. Let your supervisor or the volunteer coordinator know if you have any issues in the first instance.
- If you have challenges around your task or volunteering environment, let the volunteer coordinator know in the first instance.
- Do not bring food or drink into any area where you are working with collections.
- When working directly with collections, use pencil to write with and handle documents with care, following instructions from your induction.
- Recognise that staff may not be able to accommodate needs or answer questions immediately but will endeavour to resolve key issues as soon as possible.
- If volunteering for Staffordshire Archives and Heritage at another venue or organisation (e.g. assisting with touring exhibitions) recognise that you represent the service even though you are not on site.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or other policies and procedures this may result in the volunteer's position being terminated.

7.1) Problems or Difficulties

Staffordshire Archives and Heritage Service will try to resolve fairly any problems or difficulties, which volunteers may encounter during your volunteer work with us. The Service will offer an opportunity to discuss further any unresolved problem in accordance with our volunteer procedures.

8) Commitment to Confidentiality Statement

During the course of voluntary work at Staffordshire County Council, volunteers may become privileged to confidential information. This may be information about a staff member, another volunteer, a customer, or another person. It may also be information that is confidential for organisational purposes. Volunteers must understand the need for confidentiality, and agree to uphold the Commitment to Confidentiality, both when carrying out the role and at other times.



9) Photographs

To promote the work of Staffordshire Archives and Heritage volunteers, photographs may be taken of volunteers working on site. These may be used on social media, in Staffordshire County Council communications or for evaluating projects for funders. Whenever this occurs volunteers will be asked verbally if they want to have their photograph taken.

If you are happy to have your photograph taken for any capacity whilst volunteering please sign here

Signed	Date:
--------	-------

10) The Agreement

As the volunteer I understand and agree that I will

- Be given a clear and accurate description of my role
- Receive support and guidance from my volunteering supervisor
- Carry out my volunteering role to the best of my ability
- Follow Staffordshire Archives and Heritage Service prescribed codes of conduct, policies and procedures at all times.
- Receive appropriate training which is relevant to my volunteering role
- Abide by and maintain confidentiality
- Provide referees who may be contacted by Staffordshire Archives and Heritage Service
- Understand that the product of any work undertaken for Staffordshire Archives and Heritage Service will remain the property of the Service and may be published to further its aim of improving access to collections.
- Inform Staffordshire Archives and Heritage Service of any reasonable adjustments that may need to be made for you whilst volunteering with us.

This agreement is binding in honour only and is not intended as a legally binding contract. It may be cancelled at any time by either party. Neither the Staffordshire Archives and Heritage Service nor the volunteer intend any employment relationship to be created either now or at any time in the future through volunteering activity via this agreement or because of this agreement.

We would like to assure you of our appreciation of your volunteering to work with us and we will do the best we can to make your volunteer experience with us an enjoyable and rewarding experience.

Signed (volunteer):	Date:
Signed (supervisor):	Date:
Signed (volunteer coordinator):	Date: