



## THREE CHOIRS FESTIVAL HEREFORD 2018

### Volunteer Charter

This charter sets out the roles, responsibilities and management of the Three Choirs Festival and its volunteers.

This charter identifies our commitment to providing a safe and supportive environment for volunteer. We recognise that volunteers are a vital resource and we will ensure that:

- Recruitment: Our volunteer recruitment procedures are fair, efficient and consistent
- Induction: Our volunteer induction process is consistent; during induction all volunteers are informed of the organisations ethos and introduced to relevant team members
- Roles: Our volunteer roles are well designed with learning opportunities and/or opportunities to develop new skills at the core. Our volunteers and staff are made aware of the expectations and boundaries of volunteer roles
- Training: We meet identified needs by providing relevant training so that our volunteers can operate safely and effectively in their role
- Involve: Our organisation recognises and promotes equality and diversity; we encourage volunteering for all
- Engage: We provide a variety of ways for volunteers to contribute their opinions and feed this into organisational development
- Value: Our organisation encourages a positive attitude to volunteers/volunteering. We regularly recognise and acknowledge the value of volunteer contributions
- Remunerate: Volunteers will be paid a per diem should they work longer than a four-hour shift
- Support: We provide consistent volunteer support; this includes a named contact for volunteers; we ensure our volunteers are aware of how to raise concerns
- Recognise: Skills, knowledge and expertise that volunteers can bring to our organisation
- Health, Safety & Wellbeing: We have identified any physical and emotional risks of different volunteer roles, minimized these risks, have relevant policies and procedures and hold adequate insurance
- Review & Development: Volunteer involvement and management is regularly reviewed

In return we expect our volunteers to:

- Be open and realistic about what they want from the volunteering role and their support needs
- Be committed to their role and carry it out to the best of their ability
- Embrace the values of our organisation and adhere to our core principals aims and ethos
- Be responsible, professional and courteous at all times
- Be flexible and willing to explore new ways of working
- Be pro-active and responsive to help the festival run as smoothly as possible
- Be informed about policies that address the health and safety of festival goers, other volunteers and staff members and sign our Health & safety awareness policy