

Victoria Village Hall, Abersychan

Volunteer Management Policy

Adopted on: March 2025

1. Purpose

Volunteers play a vital role in the successful operation of Victoria Village Hall, Abersychan. This policy outlines our approach to recruiting, supporting, and managing volunteers to ensure a positive and meaningful experience for all involved.

2. Scope

This policy applies to all individuals who give their time, skills, and energy voluntarily to support the activities and operations of the Hall, without expectation of payment.

3. Principles

- Volunteering is a choice: Participation is entirely voluntary and unpaid.
- Equal opportunities: We welcome volunteers from all backgrounds and abilities.
- Mutual respect: Volunteers will be treated with respect and are expected to show the same to others.
- Support and recognition: Volunteers will be appropriately supported, supervised, and appreciated.

4. Volunteer Roles

Volunteers may help with a wide range of activities, including:

- Running or supporting events
- Hall maintenance and cleaning
- Administration or bookings
- Fundraising and promotion
- Committee support

Each volunteer will be provided with a clear role description and a named contact for support.

5. Recruitment and Induction

All volunteers will be invited to an informal meeting to discuss interests, availability, and suitability for available roles.

References may be requested depending on the role.

Volunteers working with children or vulnerable adults may be required to

undergo a DBS check.

An induction will be provided to cover:

- The history and mission of the Hall
- Health and safety procedures
- Safeguarding policies
- Code of conduct and expectations

6. Supervision and Support

Volunteers will be assigned a contact person for guidance and feedback.

Regular check-ins will be held to ensure the volunteer is comfortable and to address any concerns.

Volunteers are encouraged to provide feedback on their experience and suggest improvements.

7. Expenses

Volunteers will not be paid but can claim back reasonable out-of-pocket expenses (e.g. travel or materials) with prior agreement and receipts, in line with the Hall's Expenses Policy.

8. Insurance and Health & Safety

Volunteers are covered under the Hall's public liability insurance while carrying out approved tasks.

Volunteers must follow all relevant health and safety procedures and report any accidents, incidents, or hazards to their supervisor immediately.

9. Safeguarding

Volunteers working with vulnerable groups must understand and follow the Hall's safeguarding policies.

Concerns about abuse, neglect, or unsafe practices must be reported promptly to the designated safeguarding lead.

10. Confidentiality and Data Protection

Volunteers must respect confidentiality and handle any personal or sensitive information in line with GDPR and the Hall's Data Protection Policy.

11. Problem Solving and Concerns

Issues or complaints involving volunteers will be handled informally wherever possible.

If necessary, a more formal process may be followed, overseen by the Management Committee.

Volunteers who are found to be acting against the Hall's values or policies may be asked to step down.

12. Ending the Volunteer Relationship

Volunteers are free to stop volunteering at any time.

We ask that volunteers give reasonable notice where possible.

An informal exit discussion may be offered to thank the volunteer and gather feedback.

13. Policy Review

This policy will be reviewed annually or in response to any significant changes in legislation or organisational needs.

14. Approval and Sign-Off

This policy was approved and adopted by the Victoria Village Hall, Abersychan Management Committee on:

Date: _____

Chairperson's Name: _____

Signature: _____