



VALUING VOLUNTEERS

OUR VOLUNTEER POLICY



HISTORIC
ENVIRONMENT
SCOTLAND

ÀRAINNEACHD
EACHDRAIDHEIL
ALBA



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WHO WE ARE

Historic Environment Scotland (HES) is the lead body for Scotland's historic environment. The historic environment is defined as “the physical evidence for human activity that connects people with place, linked with the associations we can see, feel and understand”¹.

Our vision is that Scotland's historic environment is cherished, understood, shared, enjoyed and valued with pride by everyone.

We are a public body and a registered Scottish charity. We care for more than 300 of Scotland's most important historic places and millions of objects, photographs, drawings, maps, and manuscripts relating to the heritage of Scotland and the world. We are a regulator, providing protection

for ancient monuments and listed buildings and we are a funder, giving £14.5m per annum in grants. We also operate a number of the properties in our care as successful paid-for visitor attractions that are visited by more than four million domestic and international visitors every year.

1. www.gov.scot/Resource/0044/00445046.pdf



VOLUNTEERING WITH HES

Volunteers give their time, energy, skills and experience freely to support our work and play an essential role in helping us to achieve our vision and objectives.

We:

- believe that volunteering should be enjoyable and has the capacity to enrich people's lives, as well as deliver wider benefits to society
- value the significant contribution that volunteers make to helping us understand, care for and promote Scotland's historic environment
- value volunteering as an inclusive act of participation, important in promoting equality and diversity in the historic environment and in Scotland
- recognise that the unique character of the properties, collections, archives and information in our care are better protected and enhanced through the practical involvement of volunteers, including local community groups
- are committed to working in partnership to increase the number and range of people volunteering in the historic environment.

WHO IS THIS POLICY FOR?

This policy is for active volunteers, for those thinking about volunteering with HES and for all staff, especially those who are involved in working with volunteers. It outlines the principles on which the relationship between volunteers and HES is based. It also provides basic information about volunteering with us.



OUR COMMITMENT TO VOLUNTEERS

We will:

- offer equal opportunities to everyone who wants to volunteer
- match a volunteer's skills and experiences to the right role wherever possible, listening to their motivations and aspirations
- implement policies and practices that meet the standards recommended by Volunteer Scotland and the National Training Standards Organisation for Volunteers Managers
- provide a clear description of role and responsibilities, and the standards required
- provide information about our work, policies and procedures
- take the necessary steps to ensure the health, safety and wellbeing of volunteers
- offer appropriate training and support to help volunteers to develop in their role
- reimburse expenses, where they are pre-agreed
- respect all volunteers, listen to what they have to say and act on their concerns if their expectations are not being met
- celebrate success and recognise volunteer's contributions.



OUR EXPECTATIONS OF VOLUNTEERS

We ask volunteers to:

- commit to our vision, corporate objectives and values and be a positive advocate for HES
- maintain the high standards of efficiency, reliability and quality on which our reputation depends
- treat everyone they come into contact with respect and dignity
- work in partnership with others, including other volunteers, staff and members of the public
- support and adhere to our organisational policies, guidelines, procedures and management decisions - including all aspects of equality, health and safety, data protection and finance
- attend training where it is needed to carry out the role, including any health and safety training that is required
- always consider and protect our reputation in their actions and conduct, acting responsibly and within the law
- be accountable for their behaviour and actions, and be open to receiving feedback
- let their staff contact know if they have any problems or changes in their personal circumstances that may affect their volunteering.



EQUALITY

We are committed to promoting equality in all that we do and to achieving our published 2017-21 Equalities Outcomes.²

Volunteering in HES is open to all, regardless of age, gender, race, disability, religion or belief, marital status, sexual orientation or other characteristics. However, not all volunteering opportunities may be suitable for everyone and, while we seek to promote equality of opportunity, we must reserve the right to set age limits or define physical ability in order to comply with our statutory and other duties and obligations.



RECRUITMENT AND SELECTION

We will recruit volunteers in a variety of different ways. We may advertise through Volunteer Scotland, local volunteer centres, through digital and local channels, by working with specific volunteering projects, or seek volunteers through our work with local communities.

We will always seek to recruit volunteers who have the attributes and attitude to support our objectives and with a commitment to use or develop the necessary skills, knowledge and experience. For some roles, we offer a taster

session ahead of the formal application stage.

Individuals who are interested in volunteering with us will be treated in accordance with our recruitment and selection practices and procedures, being provided with an appointment letter, role and task description, and other resources, such as a volunteer handbook.

Volunteers will need to go through relevant disclosure checks for the work in which they will be involved and references may also be sought.





VOLUNTEER MANAGEMENT



Volunteers will be treated fairly and consistently as an integral part of the team. While acknowledging the uniqueness of the relationship between a volunteer and HES, managers will interact with volunteers in the same way as they do with staff.

Staff who work with volunteers are provided with guidance on volunteer recruitment, training, development and management. They also receive training to enable them to involve, support and manage volunteers confidently and competently.

Our staff, at all levels, will ensure volunteers can access corporate news and information and have the opportunity to participate in the communication process.

Volunteers have the same right as staff to seek the advice and support of our Human Resources team in all matters pertaining to their relationship with us. In the event of a complaint being made about a volunteer or a grievance being raised by a volunteer, the matter will be handled sensitively and timeously. The volunteer's point of view will be sought,

listened to and included in any action we require to undertake.

Volunteers are entitled to receive feedback on performance. In addition to active guidance and feedback about specific tasks, staff involved in supervising volunteers are encouraged to carry out appropriately structured reviews of general performance, including the identification of training and development needs.

TRAINING AND DEVELOPMENT

We are committed to providing volunteers with the appropriate training and development.

Volunteers will receive induction training when they start with us and further training during their time with us, as appropriate.

Volunteer induction training will outline essential information, such as the purpose and objectives of their role as a volunteer, health and safety, attendance schedules, a health disclosure,

communications and our corporate objectives.

To help volunteers achieve more and to ensure performance meets the standards required by and expected of us, volunteers are encouraged to develop their skills through coaching, on-the-job training and formalised training courses as appropriate. Volunteers will be expected to participate in relevant training.





VOLUNTEER HANDBOOK

The Volunteer Handbook includes information on attendance and expenses, induction and training, health and safety, confidentiality and data management, and other requirements. A copy will be provided to volunteers as part of their Welcome Pack.

HEALTH AND SAFETY

We have a duty to all staff, volunteers, contractors, visitors and others who may be affected by our activities and the aim is to protect all of them from risks to their health and safety, as far as is reasonable.

We aim to provide a safe and healthy working environment for all and employees and volunteers are expected to co-operate fully. We will provide the same standard of care to staff and volunteers. This means that volunteers are provided with a safety brief for their roles, and volunteer roles are risk assessed. Specialist personal protective equipment is provided where required.

Volunteers have a statutory duty to co-operate with us in the implementation of our health and safety policies, to ensure that they carry out their work without risk to themselves or others, and to report risks to their supervisors.

CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

We are committed to creating a safe and supportive environment for children, young people and vulnerable adults. In seeking to safeguard these groups we undertake statutory checks, risk assess activities, and review scenarios and roles carried out by volunteers. It is our policy that no staff, volunteers or contractors will be entrusted with sole supervision or care of a child, young person or vulnerable adult at any time.





SOCIAL MEDIA

Volunteers are expected to ensure that the information and opinions they share on social media protects HES's reputation and do not conflict with our guidelines and policies, or bring our organisation into disrepute.

COPYRIGHT, INTELLECTUAL PROPERTY AND PHOTOGRAPHY

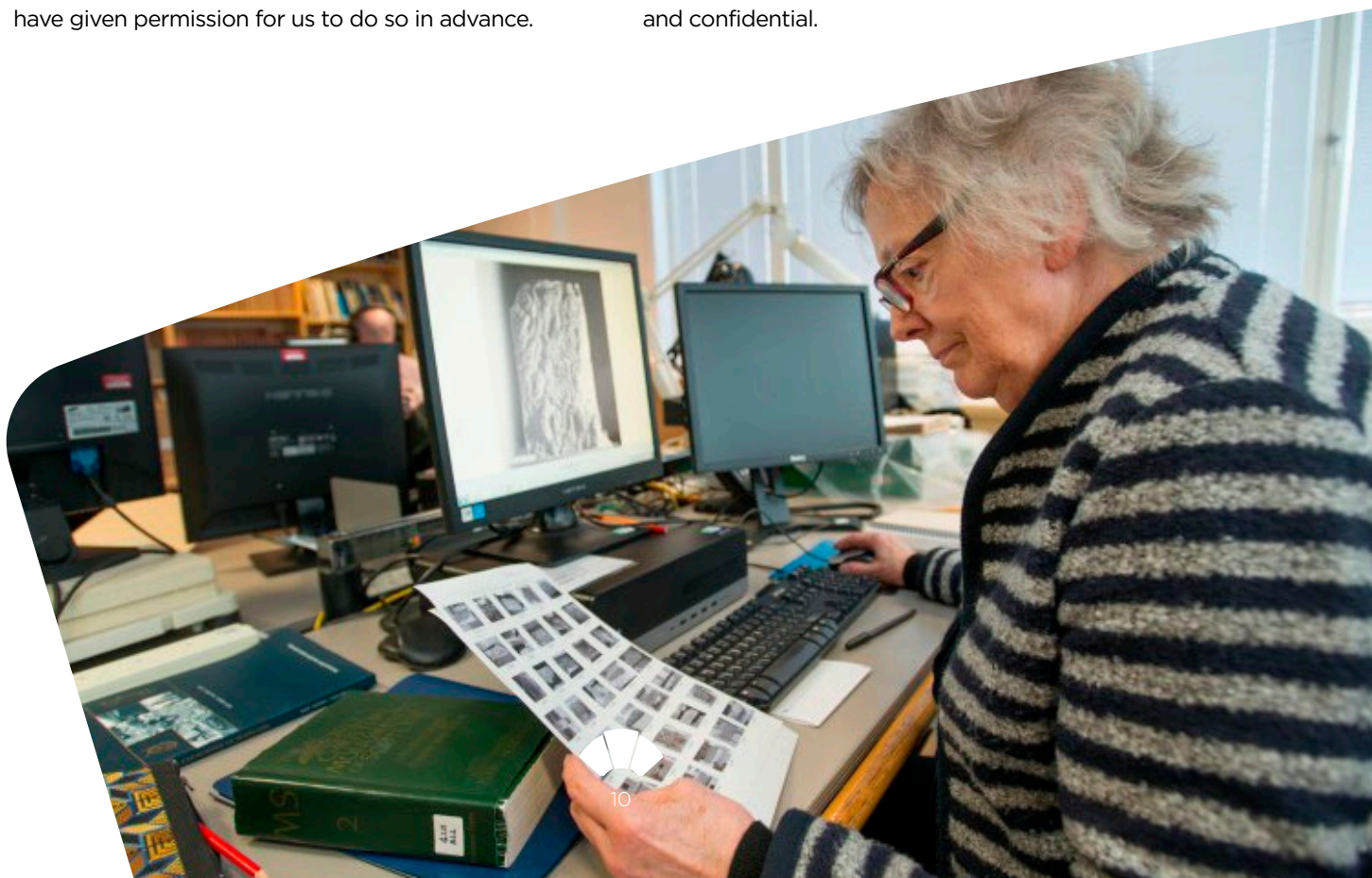
The rights to any original works that volunteers may produce in the course of their volunteering will belong to HES, unless otherwise agreed.

We occasionally use photographs of volunteers carrying out their roles for promotional purposes, for example in publications, online or social media. We only use photographs where the individual volunteers have given permission for us to do so in advance.

DATA PROTECTION AND CONFIDENTIALITY

We take great care to protect volunteers' information as part of our data protection responsibilities.

In the course of volunteering for HES, volunteers may come in contact with personal, sensitive or commercially sensitive information relating to staff, volunteers, customers or our operations. Volunteers and staff are required to follow our Data Protection Policy and the measures that are put in place to protect this information and to ensure it is kept private and confidential.





OUR PARTNERS

We work with a range of voluntary sector organisations and provide financial support to a number of them through our grants programme.

networking, celebration events, toolkits and other opportunities relating to the support of volunteers and volunteer managers.

We will promote good practice and work with partners to develop joint activities such as training,

We will encourage and support those we fund to follow good practice in the recruitment and management of volunteers.



IMPLEMENTATION

Responsibility for the implementation of this policy rests with our Senior Management Team. Senior leaders are responsible for its effective delivery and for ensuring that volunteers operating in their business areas are looked after in accordance with organisational policy and procedures.

This policy and its implementation will be reviewed annually to ensure it continues to meet the needs of both volunteers and HES.

CONTACTS

Further information on our activities can be found on our website.

The 'Volunteer with us' section on our website provides contact details for each volunteer programme area.

Specific queries on the operation of this policy should be directed to: **adam.jackson@hes.scot**

2. www.historicenvironment.scot/archives-and-research/publications/publication/?publicationid=da23ca1b-5b71-4cc8-aa37-a76300ce13dd

We are committed to ensuring this publication is accessible to everyone. If you need it supplied in a different format or language, please get in touch.

Historic Environment Scotland is the lead public body established to investigate, care for and promote Scotland's historic environment.



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