Volunteer Application Form

We are delighted that you are interested in volunteering at the Long Shop Museum.
The Long Shop Museum gives visitors the chance to discover Industrial Revolution Suffolk among the original Victorian factory buildings of Leiston's former Richard Garrett engineering Works. The Long Shop Museum is an independent Museum and registered charity, which has operated since 1984. The Museum has stunning collections, ranging from sickles to steam engines, and provides a range of facilities for visitors from pre-school children to senior citizens.

As a volunteer you will make an important and valued contribution to the Long Shop Museum, providing essential help with its day to day running, developing and promoting its activities and facilities.

Please contact us if you would like help with completing this form.

First Name: .....

Surname: .....

Address:.....

Postcode: .....

Phone: .....

Mobile: .....

Email: .....

Are you over 18? ☐ Yes ☐ No

When are you available to volunteer? (*please tick as many as you like*)

☐ Mornings ☐ Afternoons ☐ Evenings ☐ Weekdays ☐ Weekends

How often are you looking to volunteer? *(please tick)*

☐ Once a week or more ☐ Once a fortnight ☐ Once a month ☐ Occasionally

Which areas interest you? *(please tick as many as you like*)

☐ Front of House ☐ Restoration/Conservation ☐ Site Maintenance/Gardening

☐ Marketing ☐ Event Stewarding ☐ Collections & Catalogue ☐ Displays/Exhibitions

☐ School Visits ☐ Steam Engine Care/Driving ☐ Fundraising ☐ Event Catering

Any skills, experience, or interests that you would like to tell us about?

Any other information that would help us to understand you? (e.g. neuro-divergence, etc. NB this will be kept strictly confidential).

References
Please provide details of at least one person who has known you for at least 2 years and is not a relative or someone who lives with you.

Referee 1

Name: _____

Address: _____

_____

Phone: _____

Email: _____

How do you know this person?

_____

Referee 2

Name: _____

Address: _____

_____

Phone: _____

Email:_____

How do you know this person?

_____

Data Protection: Personal data will be used and managed in accordance with the Data Protection Act 2018 and the Museum's Data Privacy Policy.

Signed: .....

Date .....

Thank you for taking the time to complete this Volunteer Application form.

Please return the completed form to:
The Long Shop Museum, Main Street, Leiston, Suffolk IP16 4ES
Email: info@longshopmuseum.co.uk

Once we have received the Application Form, you will be contacted within 10 working days to discuss next steps.

Volunteer Agreement

The Long Shop Museum welcomes and appreciates the contribution of volunteers. Without their contributions the benefits offered by the museum would be extremely limited. This agreement outlines what you can expect from the museum, and what the museum is looking for from you. The aim is to be flexible, so please let us know if you would like to suggest any changes and we will do our best to accommodate them.

As a Long Shop Volunteer, you can expect:

- To be introduced to the Museum and provided with an outline of your role within it.
- To be provided a safe workplace and adequate insurance cover whilst you undertake your voluntary work.
- To be provided with any training/safety equipment you need for your voluntary role.
- Regular contact with the volunteer management team so that you can tell us if you are happy with how your tasks are organised and so that you can receive feedback from us.
- To be reimbursed agreed expenses you incur at the request of the Museum, for instance for travel beyond the museum site.
- To be kept informed and consulted regarding possible changes that may impact on your volunteering.
- The Museum to observe its Equality, Diversity, and Inclusion policy, to respect your skills and dignity, and take these into account when you are volunteering with us.
- To be provided with a clear problem-solving procedure, and for the Museum to adhere to it.
- The Museum to comply with Data Protection Legislation and guidelines regarding any personal information that it holds.

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Volunteer Agreement

As a volunteer, we hope that you will:

- Help the Long Shop Museum to fulfil its aims of providing enjoyment and education to all, and of preserving and developing the museum's buildings and collections.
- Perform your volunteering role as explained to you, and follow any guidance given, to the best of your ability.
- Follow the Museum's procedures and standards, including problem-solving, health and safety and Equality, Diversity, and Inclusion in relation to its staff, volunteers and service users/visitors.
- Maintain confidentiality of information regarding the Museum, its staff, volunteers and service users/visitors.
- Meet the time commitments and standards which have been mutually agreed and give reasonable notice so other arrangements can be made when this is not possible.
- Provide referees as agreed who may be contacted and, if necessary for your role, agree to a DBS check being carried out.
- Participate in publicity activities for the Museum, with your prior approval.
- Agree that, unless specifically agreed otherwise, ideas, suggestions, written and graphical works (analogue and digital) that you produce in your role as a volunteer and in relation to the museum and its activities automatically become the intellectual property of The Long Shop Museum.

This agreement is binding in honour only; it is not a legal contract, and the volunteering arrangement may be ended at any time by either party. No contractual or employment relationship is intended or implied, either now or in the future.

Volunteer Policy

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1. Introduction

Volunteers are central to the successful operation of the Long Shop Museum. Without an effective and enthusiastic volunteer presence the Long Shop would not be able to deliver its Mission; volunteers are a keystone of the museum's daily operations, its continued success and its future aspirations.

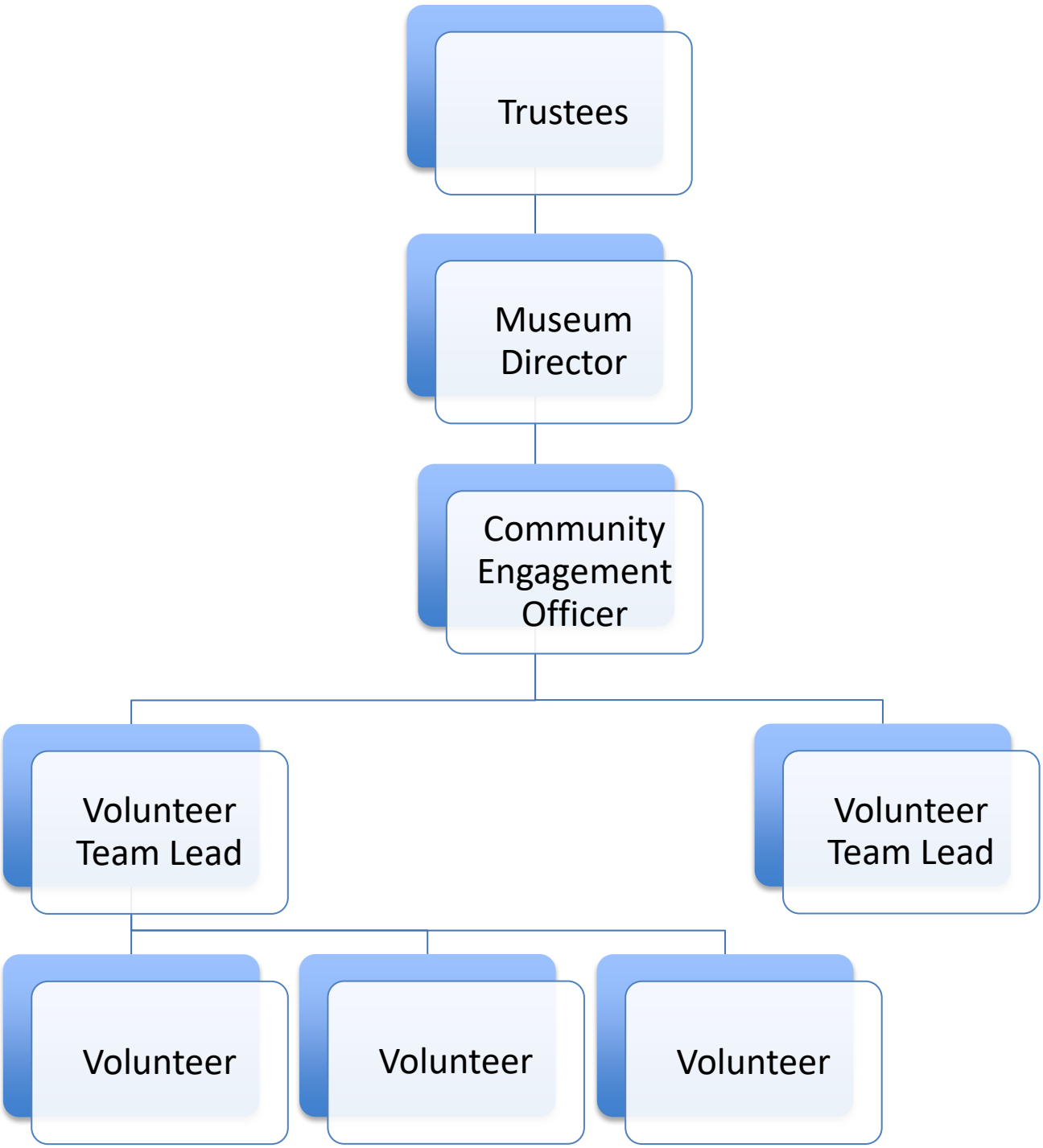
For many people, volunteering is a good way to try out different roles, to share and gain skills and experience, to build confidence, and meet new people. For some, it can be extremely beneficial in developing skills for future employment.

It is important that all personnel understand both best practice guidelines and the legal implications of volunteer involvement so that volunteering is a positive experience for everyone. This policy reflects the current law as it relates to volunteers and describes the relationship between the Museum and those who choose to volunteer their time and skills on an unpaid basis without entering into an employment contract. It describes how the Museum aims to manage and support its volunteers, what the Museum hopes for from them, and what volunteers may expect of the Museum.

The Museum seeks to involve volunteers with a wide range of skills, knowledge, and life experience, and to offer them a range of opportunities according to their skills, abilities, and interests. Regular activities include front of house, fund raising, caring for the buildings and exhibits, cataloguing and caring for objects, bringing the site to life by operating machinery and enacting historical events, and many other areas.

The Museum believes in the right to dignity of all people, and in their right to respect and equality of opportunity. We value the strength that comes from diversity and the positive contribution that brings to the Museum. As a service provider and charity, we aim to eliminate prejudice and discrimination, and to promote good relations between different ethnic, cultural, economic and ability groups.

2. Volunteer Management Structure



Day to day management of the volunteers is the shared responsibility of the Director and the Community Engagement Officer (CEO). Volunteer activities are delivered by teams, each of which has a volunteer team leader. The CEO reports to the Museum Director, who reports on volunteer matters to the Trustees at regular board meetings.
Detailed descriptions of the roles and activities of the various volunteer teams are available on our website and in the Volunteer Information Binder, kept at Museum Reception.

3. Volunteer Expectations & Rights

The Museum understands that volunteers will have expectations of their role or roles and the Trustees & Management Team will do their best to uphold those expectations. To this end, all volunteers can expect:
To be treated with dignity and respect.
A safe, supportive, and positive environment.
To receive accurate and timely information about the Museum, and their specific roles.
To receive the appropriate training and support to meet their volunteering responsibilities.
That voluntary roles will offer meaningful, rewarding work that respects their various abilities, needs and backgrounds.
A safe, supportive and inclusive workplace that is underpinned by Museum policies, all of which are available to volunteers.
To be recognized for their valuable contribution to the Museum.

4. Volunteer Responsibilities

While they are at the Museum, volunteers are the face of the Long Shop and act as ambassadors for the Museum and its activities. Therefore, the Museum hopes volunteers will:

- Perform their role or roles to the best of their ability.
- Support the Museum's aims and objectives and act as a responsible representative of the Museum.
- Be willing to learn.
- Accept supervision from other volunteers or from staff.
- Work co-operatively with others and treat them with respect.
- Follow our current policies and standards on Equality, Diversity and Inclusion, Safeguarding, Health and Safety, Data Protection, and Sustainability, and other policies that may be made in the future, and which will be made available to them.
- Aim to meet the time commitments and standards which have been mutually agreed and to give reasonable notice of changes so that other arrangements can be made.
- Stay up to date with Museum news and activities by engaging with organisational communications, such as the Volunteer Forum, and digital newsletters.
- Contact staff if they have any ideas or proposals for, or difficulties or concerns with, their role or roles.

5. Recruitment

The Museum strives to recruit and select volunteers from a broad range of backgrounds and experiences that represent the communities and audiences that the Museum serves. Our recruitment process is informed by our Equality, Diversity and Inclusion Policy, and promotes the development of diverse volunteering opportunities that encourage participation from residents and communities from all cultures and backgrounds.

We advertise for volunteers via our website, our social media, on the Museum Development South East, and Association for Suffolk Museums websites, on the volunteer recruitment platform 'Be Collective', via poster/flyer campaigns, and by attending local volunteer recruitment events.

Volunteers can choose from a range of roles. Each role has a defined role description outlining the attributes, skills and experience the museum is looking for in its new volunteers. Roles may form part of short or long-term projects, be part of a general volunteering opportunity, or be specific to a particular volunteer. Roles may change over time depending on the volunteers' skills and interests and the needs of the Museum.

6. Application & Screening Process

Each potential volunteer will be asked to complete a short application form. Help can be provided with this if necessary. Applicants under the age of 18 must provide a signed letter from a parent or guardian to give consent for the applicant to volunteer at the museum.
We will ask potential volunteers applying for any roles that involve working Closely with children or vulnerable adults on a frequent, intensive or overnight basis to submit to an appropriate Disclosure & Barring Service (DBS) check. Any administrative costs for the DBS check will be met by the Museum.

7. Informal Interview

All potential volunteers will be asked to attend an informal discussion to determine their interests and suitability. The potential volunteer will be contacted within 2 weeks of the interview with a response. If accepted, volunteers will be offered roles based on their skills, abilities, preferences, and the needs of the Museum.

A volunteer may not be accepted if:

- They do not have the skills necessary for the desired role or other available roles. If there are no suitable roles available, they may be placed on a waiting list.
- They refuse an enhanced DBS check for a role that involves working closely with children or vulnerable adults on a frequent, intensive or overnight basis, or their enhanced DBS Disclosure indicates a serious infraction.
- Parents/guardians do not provide a letter of consent for applicants under 18 years old.

The museum will offer support to unsuccessful applicants by providing constructive feedback and suggesting and facilitating other volunteering opportunities.

8. Volunteer Agreement

Volunteers are asked to adopt the Volunteer Agreement. The Agreement is not a legally binding contract between the Museum and the Volunteer, rather it expresses good faith between the parties, and may be cancelled at any time at the discretion of either. Neither party intends any employment relationship to be created either now or at any time in the future.

9. Induction

To ensure that each volunteer understands their roles, the contribution they can make to the Museum's goals, and so that they can fulfil their roles safely and effectively, they will receive a full induction. This will cover a range of issues, including:

- A brief history of the Museum, its work and the wider context.
- The role of volunteers within the Museum.
- A tour of the site.
- Introduction to other volunteers, particularly team leaders.
- Management structure and supervision.
- Expectations and requirements in relation to the Museum's policies including the Volunteer Policy, Health and Safety, Equal Opportunities, and Confidentiality.
- First aid procedures, emergency procedures, and training requirements for the use of power tools and machines.
- Practical arrangements such as parking, toilets, refreshments, mess room
- Signing in book.
- Key contact details.
- Dress code, including protective clothing.

The induction will include a written checklist to be signed off by the volunteer and the Director.

10. Trial Period

For some short-term projects, which may only span a single day, there will be no trial period. For long-term projects, there may be a trial period to give the Museum and the volunteer time to discover if they are suited to each other. The trial period will normally be 8 weeks but may vary depending on the nature of the task. At the end of the trial period the Director or CEO will discuss with the volunteer how they feel about their role or roles, whether any revisions are required, and if they would like to continue to volunteer for the Museum.

11. Training

Necessary training will be provided that is specific to the volunteer's role. Where possible this will be provided by the Director or CEO and other volunteers, particular team leaders. Where necessary, and subject to funding, external training consultants may be used. If the training course is held at the location of an external training provider, the Museum may reimburse out of pocket expenses incurred by volunteers for travel to and from the training location, and for reasonable subsistence. If the role requires substantial training, the Museum will encourage long-term commitment from the volunteer where possible, which helps to ensure that the placement is mutually beneficial.

12. Supervision and support

Volunteers will receive on-going supervision and support appropriate to their role from a named team leader. The CEO will hold informal discussions with volunteers 3 months after the start of their volunteering, and every 6 months thereafter, to chat about their progress and volunteering experience. This allows both the Museum and the volunteer to identify training and support needs, as well as discuss whether the volunteering role is still a good fit for the individual.

13. Communication & feedback

The museum communicates with its volunteer cohort as a whole in two ways:

- The Volunteer Forum – a meeting held at the museum every 8 – 10 weeks, to which all volunteers are invited. Volunteers are invited to propose agenda items in advance of each meeting, and the Forum includes an operational update from the Museum Director. This is also an opportunity for the various teams to appraise others of their activities, successes, etc.
- The 'Shop Window' newsletter – an electronic newsletter sent out by email to all subscribed volunteers, and by post to those without email. Shop Window usually contains reports of recent past events, etc, and news of future activities and plans. Volunteers are encouraged to submit articles for newsletter.

The management team communicates with volunteer teams by emails, phone calls, and by holding ad hoc team meetings at the museum. Volunteer team members can instigate these channels, if they wish, to communicate with other team members and with the management team.

If any volunteer has concerns, complaints, ideas or suggestions, the management team operates an open-door policy and can be approached at any time either in person, or by email or phone.

14. Expenses

The Museum cannot pay volunteers' expenses for travel to and from the Museum. However, it may reimburse reasonable out-of-pocket expenses incurred through the purchase of materials for use in specific voluntary projects agreed beforehand. All volunteers must check with the CEO or Museum Director before purchasing items for such projects.

15. Health & Safety

The Museum has a commitment and obligation to promote and safeguard the health, safety and welfare of its visitors, staff, volunteers, contractors and others who are, or may be, affected by our activities. The Museum undertakes risk assessments of all its activities and reviews them regularly. A copy of the Museum's Health and Safety Policy is provided during the Induction procedure.

All volunteers are expected to conduct themselves in a safe and responsible manner, not to put themselves or others at risk of injury, and to exercise a mutual duty of care. Volunteers must report any accident/incident or dangerous activity to those in a supervisory role on site.

16. Insurance

Volunteers are covered by the Museum's Public Liability and Employer's Liability Insurance. Their personal effects are not covered.

17. Sustainable Development

The Museum recognises that its activities can impact on the environment in a number of ways. We are committed to continually reducing this impact. We also believe that the Museum's historic buildings and collections can provide stimulation for environmental education, and we are committed to using them as such. The museum's Sustainable Development Policy is available via our website. Volunteers will be asked to:

- use materials which are as far as possible environmentally friendly
- adopt good housekeeping practices for recycling and disposing of materials used
- monitor energy use and adopt housekeeping practices which reduce waste
- use our collections and historic buildings to stimulate discussion on environmental issues.

18. Issue Resolution Procedure

It is important for volunteers to enjoy making their contribution to the Museum, and for the Museum to maintain a high standard of service. The Museum aims to resolve any issues that arise during volunteering in a fair, transparent, and timely manner through its Issue Resolution Procedure described here.

It is hoped that, with an effective induction, training and support for volunteers, most issues that arise will be minor and can be resolved quickly and informally. To facilitate this, volunteers are encouraged to discuss any issues they experience in their roles with the Management Team at the earliest opportunity.

If a complaint has been made about a volunteer the following process will be followed:
Investigation. A member of the Management Team will endeavour to determine the facts of what happened, who was involved, etc.
Initial Review. If a volunteer's conduct has fallen below the standards set out in the Code of Conduct, then a Management Team member will discuss the issue with the volunteer. The aim of the discussion is to identify the causes of the issue and to find a solution. For example, if a volunteer is struggling in their current role, the Museum may be able to provide additional support and training or review their role if necessary.
Escalation Review. If the issue is serious, or has not been resolved by the Initial Review, the Museum Director will hold a further discussion with the volunteer. This will reiterate the improvement in conduct required and the expected timescale and clarify the action that will result if conduct does not improve. Volunteers have the right to state their case in any meeting associated with this procedure and may bring a nominated person of their choice for support.
Cessation of Volunteering. If the issue has not been resolved through stages outlined above, the volunteer may be asked to leave the Museum and cease voluntary activities. For some serious issues (examples listed below), the volunteer may be asked to cease volunteering immediately, pending investigation.
Right to appeal. If a volunteer has been asked to leave, they can appeal in writing to the Chair of the Trustees, within 14 days of dismissal.

An investigation will then be carried out by the Chair or an appropriate person on their behalf. If a meeting is held, the volunteer may bring a nominated person of their choice for support. The volunteer will be advised of the outcome of appeal in writing, within 4 weeks. The Chair's decision will be final.

Serious issues include:

- Theft or fraud.
- Physical violence or bullying.
- Being under the influence of alcohol or illegal drugs while undertaking volunteer duties.
- Committing a criminal offence while undertaking volunteer duties.
- Inappropriate behaviour (e.g. rude or threatening behaviour towards colleagues or visitors).
- Serious breach of confidentiality
- Violations of Museum's policies on Health and Safety, Child Protection and Safeguarding Vulnerable Adults, or Equal Opportunities.

Volunteers have a right to complain if they have been treated unfairly. If a volunteer has a concern, they are encouraged to speak to a member of the Management Team at the earliest opportunity.

If a volunteer wishes to make a complaint:
Initial Discussion. Initially, complaints should be discussed with the Management Team. If the complaint is about the Management Team, the complaint should be discussed with a Trustee.
Formal Complaint. If the matter remains unresolved through discussion, the volunteer should make a formal complaint to the Management Team or the Trustee (if the complaint is about the Management Team), who must respond within 14 days with a proposal for resolution.
Right to appeal. If the volunteer remains dissatisfied with the outcome, they may appeal in writing to the Chair of the Trustees. A meeting may be requested, which will normally take place within 21 days. The Chair will endeavour to reach a satisfactory solution. The Chair's decision will be deemed final. The Chair will give a report on any complaints raised via this procedure at a subsequent Trustee meeting.

19. Confidentiality

All volunteers are expected to ensure the security of the Museum's business, personnel and other volunteers. If there is a suspected breach of confidentiality, a volunteer may be asked to cease volunteer activity pending an investigation.
Any informed volunteer may supply information on hours of operation, admission rates, galleries and activities to anyone who enquires. Volunteers who have contact with the public will be provided with this basic information by the Management Team.
Personal data about volunteers will be stored, processed and accessed in accordance with the Museum's Data Protection Policy, which is available on the Museum's website.

20. Copyright

Unless specifically agreed otherwise, all ideas, suggestions, written and graphical works (analogue and digital) that you produce in your role as a volunteer and in relation to the museum and its activities automatically become the intellectual property of The Long Shop Museum.

21. Voluntary ending of service

When a volunteer leaves, we will thank them for their voluntary efforts. The Management Team will, where possible, arrange an informal exit discussion with the volunteer to understand why they are leaving the Museum. The date of departure and the given reason, if any, will be recorded in the Personnel Database. The museum will consider requests for references on a case-by-case basis.

22. Consultation & Review

The Museum will regularly review and update this Volunteer Policy throughout for the benefit of all its staff and volunteers through consultation with them.