

ATWELL WILSON MOTOR MUSEUM

Volunteer Recruitment & Management Policy

Document Control

Version	Date	Author	Approved by	Review Date
1.0	[Insert Date]	Compliance Director	Board of Trustees	Annual

Policy Owner: Compliance Director

Applies to: All volunteers and those involved in volunteer management

1. Purpose

Volunteers are central to the success and sustainability of Atwell Wilson Motor Museum.

This policy sets out how the Museum will:

- Recruit, select, and support volunteers
- Provide a safe, inclusive, and rewarding volunteering environment
- Ensure appropriate governance, safeguarding, and compliance

2. Scope

This policy applies to:

- All volunteers
- Trustees and individuals involved in recruiting or managing volunteers

3. Principles

The Museum is committed to:

- Welcoming volunteers from all backgrounds
- Providing fair and inclusive opportunities
- Ensuring the safety and wellbeing of volunteers and visitors
- Treating all volunteers with respect and dignity
- Applying proportionate and transparent processes

4. Recruitment & Promotion

Volunteers may be recruited through:

- The Museum website and social media
- Local community networks and groups

- On-site promotion and word of mouth
 - Partnerships with local organisations
- Information will be made accessible wherever possible.

5. Selection Process

The Museum adopts a fair, transparent, proportionate and supportive selection approach.

All volunteers will:

- Have an informal discussion about their interests and suitability
- Be matched to an appropriate role
- Be informed of expectations and responsibilities

Where appropriate, the Museum may:

- Seek references
- Undertake DBS checks
- Verify relevant qualifications
- Utilise trial or probation periods

The level of checking will be proportionate to the role.

Volunteers will be selected fairly and consistently, and all appointments are based on suitability rather than first-come-first-served.

6. Safeguarding

The Museum is committed to safeguarding children, young people, and vulnerable adults.

- Relevant roles may require DBS checks
- Volunteers will be informed of safeguarding expectations
- Appropriate supervision will be provided where required

7. Data Protection

Volunteer data will be handled in accordance with the UK GDPR and the Data Protection Act 2018.

The Museum will:

- Collect only necessary and proportionate information
- Store data securely (including the Volunteer Register)
- Limit access to authorised individuals
- Use data only for volunteer management purposes

Further detail is provided in the Data Protection Policy and Volunteer Privacy Notice.

8. Induction & Training

All volunteers will receive:

- A welcome and introduction to the Museum
- Relevant role-specific guidance
- Health & safety information, including emergency procedures and contacts
- Access to relevant policies

Training will be provided where appropriate and proportionate to the role.

9. Volunteer Management & Support

The Museum will:

- Provide clear role expectations
- Offer appropriate supervision and support
- Encourage open communication
- Provide feedback and recognition

Volunteers are expected to:

- Act in line with Museum values and policies
- Communicate availability and any concerns

10. Health & Safety

The Museum is committed to providing a safe environment.

Volunteers must:

- Follow health & safety guidance
- Report incidents or hazards
- Take reasonable care of themselves and others
- Undertake any required health and safety training

11. Equality, Diversity & Inclusion

The Museum welcomes volunteers from all backgrounds and will:

- Promote inclusive volunteering opportunities
- Make reasonable adjustments where possible
- Ensure fair and non-discriminatory practices

12. Succession Planning

To ensure long-term sustainability, the Museum will:

- Monitor volunteer capacity and skills
- Encourage recruitment of new volunteers

- Support knowledge sharing and handover
- Avoid over-reliance on individual volunteers

13. Resolving Issues

Concerns will be addressed through:

- Informal discussion in the first instance
- Escalation where necessary

In some circumstances, volunteering arrangements may be reviewed or ended.

14. Ending Volunteering

Volunteers may leave at any time.

The Museum may end a volunteering arrangement where:

- There are conduct concerns
- The role is no longer required
- Health & safety or safeguarding concerns arise

The volunteer must return all museum uniform, passes, keys and equipment upon leaving the volunteer role

An exit discussion will be held where appropriate.

15. Roles & Responsibilities

Trustees

- Provide oversight and ensure appropriate governance

Compliance Director

- Owns this policy and ensures compliance

Volunteer Leads / Coordinators

- Manage day-to-day volunteer engagement

16. Monitoring & Review

This policy will be reviewed annually by the Board of Trustees and updated as required.