



## **Fierce Volunteer Policy**

### **April 2022**

#### **Introduction**

Fierce recognises that there are situations in which help from volunteers can make a significant and appropriate contribution to the work and service objectives of our organisation. This document defines the terms and sets out the principles, practices and procedures that will be followed in the appointment and management of volunteers. Like all our policies, it is based on our core values:

- Trust: we will be honest and open about the opportunities we have available, what we expect from volunteers and what they can expect from us;
- Joy: we want people to have a great time volunteering for Fierce and do our utmost to ensure the experience itself is enjoyable and the benefits and rewards make it worthwhile;
- Disruption: we are interested in giving opportunities to people who would not normally be able to volunteer, supporting them to develop new skills and introducing them to our work and to potential careers;
- Rigour: we will provide volunteers with all the information and training they need to perform their duties effectively and make sure we are available to answer questions and offer support as needed.

This document deals with people who volunteer their time, experience and knowledge free of charge as distinct from work placements, secondees or student interns where the primary aim is for them to obtain work experience or carry out research.

#### **Principles**

Fierce will, in recruiting and appointing volunteers, adhere to the following principles;

- Volunteers will not be engaged in work that facilitates the loss of an existing employee's post, nor on any tasks or projects that (within the past two years) were done by paid employees whose posts have since become redundant.
- Volunteers will not be used to do the work of paid staff during an industrial dispute.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, mission and procedures of Fierce.

#### **Process of Recruitment for Volunteers**

Fierce will advertise all volunteer positions widely including but not limited to our social media, website and through our partners.

Fierce will recruit volunteers using the following process;

- Fierce will provide information about the roles available, outlining the tasks and responsibilities, the expected hours, expenses policy and any training related to the role.
- Volunteers will be invited to complete a Volunteer Application form stating their experience and skills, availability, contact details and the opportunity to discuss any barriers they may perceive to their becoming volunteers with the organisation.



- Volunteers will be contacted and asked to attend a Volunteer Induction Event; if volunteers are deemed unsuitable for the role, they will be offered a debrief where the reasons for the decision will be explained clearly to them.
- Following attendance at an Induction Event, volunteers will be allocated roles and scheduled for work.

### **Induction Events**

Prior to their commencement, all volunteers must attend an Induction Event or make arrangements to have an induction into their role if they cannot attend the event. The Induction Event will include;

- An introduction to the organisation and the festival or project they will be working on
- A copy of all relevant forms (ie. Expenses forms) and Policies and Procedures relevant to their role (ie. Health and Safety, Grievance Policy and Procedure, Equal Opportunities Policy)
- A more thorough outline of the role and what to expect including, where necessary information about specific events, venues or audiences, specific responsibilities such as reporting audience figures or fire evacuation
- An introduction to talking about Live Art and dealing with difficult questions raised by the work
- Information about lines of communication – who to contact for what and the best way to do that

### **Expectations**

Fierce expects volunteers to;

- Be clear about their availability and the number of hours they wish to work
- Be on time, reliable and enthusiastic
- Inform the relevant member of staff if they are going to be late or absent
- Attend induction and training events where required
- Follow the procedures and policies of the organisation
- Treat staff members, other volunteers, venue staff, artists and audiences with respect
- Perform their agreed duties
- Report any accidents to the relevant person
- Ask for help or guidance if necessary

In return volunteers can expect Fierce to;

- Provide them with all the necessary information and training to perform their role, including additional support where necessary
- Cover volunteers with Fierce Festival insurance when they are engaged in activities on our behalf
- Treat them with respect
- Be clear about what is expected of them
- Provide them with a clear timetable, outlining the hours they are expected to work in accordance with the availability provided
- Take seriously any complaints or grievances and deal with them appropriately and in a timely manner
- Provide complimentary tickets for certain Fierce events depending on ticket sales and capacity
- Reimburse out of pocket expenses



### **Expenses**

Volunteers for Fierce Festival are entitled to out-of-pocket expenses including anything bought at the request of Fierce staff for business purposes and travel expenses. Travel expenses are reimbursed, with previous approval/confirmation, at 45p per mile or the cost of train or bus tickets on completion of an expenses form.

Fierce aims to give priority to volunteers from within the city so if travelling from beyond Birmingham, please check with the Volunteer Manager or General Manager as we may not be able to reimburse these costs. Volunteers are expected to use the most efficient and cheapest option available meaning Fierce will not reimburse first class tickets or taxis for example. If in doubt, ask the Volunteer Manager or General Manager before booking travel.

### **Equality of Opportunity**

Fierce recognises that the activity of volunteering can provide a volunteer with experiences and opportunities for self and career development. In accordance with Fierce Festival Equality and Diversity Policy, volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

### **Confidentiality**

Volunteers should regard all information as confidential and it must not be passed on to a third party, adhering to Fierce Festival's Confidentiality and GDPR Policies.

Volunteers should not give out their personal details if asked to correspond with clients and should use the business address or Fierce Festival email for all such correspondence.

Fierce Festival will safeguard all information retained on volunteers such as application forms and contact details. Volunteers have the right to access their information held by Fierce as well as having the right to be forgotten; requests should be made in writing or by email and will be dealt with in accordance with our GDPR Policy.