

# Museum of Classical Archaeology Volunteer Policy 2019-2022

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<b>CREATION DATE</b>	October 2019
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<b>APPROVED BY THE MUSEUM COMMITTEE</b>	28 October 2019
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<b>DATE FOR REVIEW</b>	October 2022
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UNIVERSITY OF CAMBRIDGE  
**MUSEUMS**  
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## **1. Volunteer Policy Summary**

The Museum of Classical Archaeology holds one of the most important collections of casts of ancient sculptures in the world, as well as a large collection of sherds and squeezes.

The University of Cambridge Museums, and particularly the Museum of Classical Archaeology, recognises that the dedication, enthusiasm and knowledge of volunteers is vital to achieve their mission to preserve and display the University's collections, a world-class resource for researchers, students and members of the public, representing one of the country's highest concentration of internationally important collections.

The Museums have thus formed a collaboration to recruit and train new volunteers from within their local and wider communities. This collaboration, *Opening Doors*, aims to motivate people to offer their skills as volunteers in order to learn about the Museums' fascinating collections, while expanding their skills and experiences through the opportunity to work within the Museum environment. It is hoped that Volunteers will increase contact between the Museums and their communities, in turn widen engagement with new and diverse audiences.

## **2. The Role of Volunteers**

- 2.1 The Museum defines Volunteers as those who offer their time, skills and experience free of charge. They do not have a contract of employment but will usually sign a Volunteer Agreement setting out responsibilities and expectations. Volunteer opportunities vary in the time commitment required from one-off events to more formal, recurring roles. Volunteers are under no obligation to perform to perform duties.
- 2.2 The scope of tasks and activities to be undertaken will address the mission of the Museum and involve Volunteers in meaningful activities, reflecting their various skills and individual needs.
- 2.3 The roles may form part of short or long-term projects, be part of a general volunteering opportunity or specific to a particular Volunteer.
- 2.4 Scope of tasks and activities are flexible and may also change over time.

## **3. Volunteer Agreement**

The Museum acknowledges that all Volunteers have expectations of their roles and every attempt will be made by the Museum to uphold those expectations. The Volunteer Agreement, which will be signed by the Volunteer before engaging in any role for the Museum, indicates our commitment to make volunteering a worthwhile and enjoyable experience, and also sets out the expectations that we have of our Volunteers.

#### **4. Recruitment Process**

- 4.1 The Museum will recruit Volunteers from a broad range of backgrounds and experiences to represent our diverse communities in accordance with the University's Equal Opportunities Policy.
- 4.2 Volunteers applying for roles that involve working closely with children or vulnerable adults on a frequent, intensive or overnight basis will be asked to submit to a Disclosure and Barring Service (DBS) check. Any administrative costs incurred for the DBS check will be borne by or reimbursed by the Museum.
- 4.3 The Museum Education and Outreach Coordinator or the Curator, as appropriate, will invite each potential Volunteer for an informal meeting to discover their skills and interests and discuss suitable volunteering roles.
- 4.4 Potential Volunteers will be asked to provide the Museum with two references.
- 4.5 If there are no suitable roles available, the potential Volunteer may be placed on a waiting list.

#### **5. Induction, Training and the Settling-in Period**

The Museum is committed to providing a safe and supportive working environment for all Volunteers.

- 5.1 Volunteers will be given a full induction so that they can carry out their roles safely and effectively.
- 5.2 An induction process will cover a range of issues including the history of the Museum, a tour of the Museum and the site, introduction to other Volunteers, practical arrangements such as parking, toilets and refreshments, rotas and signing in.
- 5.3 Training will be provided that is specific to each role.
- 5.4 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.
- 5.5 For long-term projects, there will be a three-month trial or 'settling-in' period to allow Volunteers and museums the opportunity to develop a relationship and assess their long-term compatibility.
- 5.6 Some volunteer roles may be short term or for one off events. In these cases the induction process and training will be modified to suit the occasion.

#### **6. Supervision, Support and Problem Solving**

- 6.1 Volunteers will receive supervision and support appropriate to their role from the Education and Outreach Coordinator.
- 6.2 The Education and Outreach Coordinator will operate an open door policy, and Volunteers will be encouraged to discuss any new ideas, proposals or concerns with her/him at the earliest opportunity.
- 6.3 If a volunteer has a complaint about the Museum, a member of staff or another volunteer they may raise this with the Education and Outreach

Coordinator. The Museum will listen to the volunteers' concerns and will follow them up as appropriate.

- 6.4 During situations where the Volunteer feels unable to approach their supervisor or Volunteer Coordinator, the University of Cambridge Museums Opening Doors Project Coordinator will be available to assist in any possible way.
- 6.5 If there is an issue with a volunteer's behaviour (for instance: repeatedly failing to show up when expected or behaving inappropriately), it is hoped that it will be resolved verbally. If the issue cannot be resolved, the Education and Outreach Coordinator will arrange a meeting, in which the volunteer will have the opportunity to put forward their case. Steps on how to improve their behaviour will be discussed. If the issue is still not resolved, a meeting will be arranged with the Education and Outreach Coordinator, the Curator and, where appropriate, the Opening Doors Project Co-ordinator. If necessary, a formal warning may be given, with the understanding that a further warning will result in the volunteer being asked to cease volunteering at the Museum.
- 6.6 If a volunteer is believed to have behaved in a way which may seriously affect the Museum (for instance: theft, bullying or violence), the volunteer will be asked to take a break from the Museum until the situation has been investigated. During a formal meeting with the Education and Outreach Co-ordinator, the Curator and, where appropriate, the Opening Doors Project Co-ordinator, the volunteer will be given the opportunity to put their case forward; if the complaint is still found to be valid, the volunteer will be asked to cease volunteering at the Museum.

## **7. Out-of-Pocket Expenses**

- 7.1 The Museum cannot pay Volunteers' travel costs to and from the Museum. However, subject to funding, the Museum will be able to pay for travel to and from external training courses which are deemed necessary.
- 7.2 The Museum may reimburse out-of-pocket costs incurred through the purchase of materials for use in certain volunteering projects. All purchases must first be authorised by the Education and Outreach Coordinator.

## **8. Museum Policies and Health and Safety**

- 8.1 Volunteers are expected to abide by the University of Cambridge and the Museum's current policies including Health and Safety, Equal Opportunities, Child and Vulnerable Adult Protection Policy, Confidentiality, Copyright, Data Protection, which are outlined in the Volunteer Agreement, and any other policies we notify you of.
- 8.2 Volunteers will be kept up to date with any policy changes.
- 8.3 The Museum will perform risk assessments for each volunteer role, which will be provided to volunteers along with the role description.
- 8.4 Some parts of the Museum, such as the large storeroom (1.06), will be out of bounds without supervision

## **9. Insurance**

- 9.1 The University of Cambridge's Employer's Liability and Public Liability insurance policies extend to cover you but the University of Cambridge's Professional Indemnity insurance does not and where this is required you would need to apply to the Museum so that necessary arrangements can be made.
- 9.2 Personal effects are not covered by any of the University's insurance policies.

## **10. Voluntary Ending of Service**

- 10.1 When a Volunteer leaves, the Museum will thank them for their voluntary efforts.
- 10.2 The Museum would appreciate as much notice as possible to help ease transition for the next volunteer.
- 10.3 Where a volunteer leaves a role sooner than anticipated, the supervisor or Volunteer Co-ordinator will arrange an informal exit meeting with the volunteer to gain an understanding of why they are leaving. Where relevant this will inform the development of similar roles.

## **11. Consultation and Review**

The Museum Committee will review this Volunteer Policy within three years, in consultation with Museum staff and volunteers.