

Volunteer Charter

This charter sets out the County Council's approach to the recruitment of volunteers and our commitment to both them and the professional staff within the service. This charter also sets out the expectations of the Council in terms of the role of volunteers to supplement and complement the delivery of council services, how they will be supported and the responsibilities of all parties. The purpose of this Charter is to assure you of both our appreciation for your services and to indicate our commitment to do the very best we can to make your volunteer experience with us a productive and rewarding one. This Charter should be read together with our [Archives Volunteer Policy](#) to see the full details of the terms of our offer and the responsibilities of volunteers and the County Council to each other.

Benefits of volunteering

Cumbria Archive Service has several years' experience of running volunteering opportunities, and there is clear evidence of mutual benefit to volunteers and to the service.

Our volunteers have told us that:

- They learn new skills and gain confidence in their abilities
- Sometimes volunteering has helped people gain employment or access to higher education opportunities
- They enjoy being part of a stimulating working and social atmosphere
- They see behind the scenes in the Archive Centres and participate in activities not usually open to the public
- They gain a sense of satisfaction from achieving goals and producing work which benefits Archive Service users
- Sometimes volunteering has helped people regain strength and confidence after a period of ill health

For the Archive Service, volunteers provide a great deal of support for staff, and enable us to produce pieces of work that we would not otherwise be able to achieve, eg large scale preservation repackaging projects. Volunteering is a commitment both for individual volunteers, and for the staff who lead volunteering projects, so it is worth defining the responsibilities involved.

Our responsibilities to you

As a volunteer you can expect:

- An induction to the work of the Cumbria Archive Service
- A clearly defined outline of the tasks we would like you to undertake
- To be given tasks that suit your skills and that are of benefit to the Cumbria Archive Service and its service users
- To receive adequate information, training, and assistance to be able to carry out the tasks
- To be supervised and to receive advice and feedback on performance
- Adequate resources to enable the tasks to be performed safely and to the required standard

- Volunteers, like professional staff, can expect to carry out their activities in safe, secure and healthy environments that are free from harassment, intimidation, bullying, violence and discrimination
- To be recognised and treated with respect
- To be kept informed of changes and developments affecting you
- To have access to a complaints/dissatisfaction procedure via an independent member of staff
- To be given reasonable notice if you are not required for a pre-agreed task, or if we have to postpone volunteering activities in times of short staffing or other difficulties.
- To comply with the rules of the Data Protection Act 2018 on the processing of volunteers' personal data
- To be given a period of work, agreed with you, up to a maximum of six weeks and which can only be extended at the discretion of Cumbria Archive Service

Responsibilities of volunteers

We would ask that as a volunteer you:

- Work with us to achieve our aims and objectives
- Take pride in your work and be reliable and committed
- Show honesty and integrity
- Air any problems/issues immediately with your volunteer supervisor/archivist
- Notify us of any medical conditions that may affect your ability to perform certain volunteer activities
- Abide by the County Council's equal opportunities and disclosure policies (see sections 6 and 7 in the Code of Conduct at <https://www.cumbria.gov.uk/council-democracy/constitution/part6/6b.asp>) and the Council's Health and Safety Policy Statement at <https://www.cumbria.gov.uk/council-democracy/key-plans-and-strategy/default.asp> and relevant parts of the Council's Safety Manual assigned to you by your supervisor
- Ensure you sign in and out in the visitor's book of the Archive Centre
- Assign the copyright in the work you produce for Cumbria Archive Service to us, to allow us to use your work as we would that of our employees
- Attend relevant training
- Respect the supervisors and other volunteers and strive to maintain a smooth working relationship
- Commit to a Volunteer project session (we will usually run sessions for a six week period)
- Provide reasonable notice of your intention to stop volunteering for us

Cumbria Archive Service
Barrow/Carlisle/Kendal/Whitehaven (delete as appropriate)

Volunteer Application and Declaration Form

(Please Use Block Capitals)

Name	
Home address	
Email address	
Telephone	Home/Daytime: Mobile:

What type of volunteering role are you interested in?

Availability

Days of the week and times (morning/afternoon/all day) you are available for volunteering

Available period for volunteering:

From:..... To:.....

Or Ongoing (please circle)

Do you have any medical conditions that would affect your ability to perform certain volunteer duties, i.e., heart condition, back injury, allergies, pregnancy etc.?

Yes No

If **Yes**, please provide further details

How did you find out about our volunteer programme?

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Please let us know about any experience, skills or knowledge relevant to the role - this could include previous volunteering, hobbies and interests.

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Emergency Contact Information

Name:
Address:
Email:
Telephone no:
Relationship to you:

Volunteer's Declaration

I have read and understand the respective responsibilities outlined in my Volunteer Task Profile and the expectations required of me in this Charter. By signing I confirm my agreement and I confirm that Cumbria County Council may process my personal data above for the purposes of administering its volunteer scheme and may retain my data for six years after I cease volunteering in line with the Council's records retention schedule. I understand that this Volunteer Agreement is not a contract of employment and may be terminated by either party should any of the above not be satisfactorily met.

Signature of Volunteer

_____ Date _____

Signature of Cumbria Archives Staff

_____ Date _____