



Volunteer Policy

Introduction

The Ripon City Festival Trust is a charity, number 514981, operating as Ripon Theatre Festival. Ripon Theatre Festival (RTF) acknowledges the invaluable contribution volunteers bring to the Festival. Our work is greatly enhanced by the commitment of individuals who give freely of their time, knowledge, skills and experience. We recognise in order to achieve our aims and vision we need to involve volunteers.

We regard volunteers as a valuable resource and aim to train, support and supervise our volunteers to the best of our abilities in order to strengthen our work force.

Definition of a RTF Volunteer

- An RTF volunteer is an individual who wishes to perform duties and tasks at the direction of/on behalf of the festival.
- A volunteer is not employed and will not be paid a salary.
- RTF must act appropriately to ensure volunteer safety.

Purpose and Scope

- Outline RTF's expectations of volunteers.
- Outline our commitment and responsibilities to volunteers.
- This policy is supported by relevant RTF policies and procedures where appropriate.
- We seek to ensure a positive experience for all those involved in volunteering. We always welcome complaints and compliments.
- We monitor and evaluate volunteering on a regular basis.

Procedural Guidelines

- All volunteers can have access to all relevant RTF policies and procedures appropriate to their role. These can be viewed at www.ripontheatrefestival.org/about-us
- Volunteers are required to adhere to RTF Policies and Procedures, for example the Health and Safety, Safeguarding and Equality, Diversity & Inclusion policies and procedures. Failure to comply with any relevant policy or procedure may result in the cessation of their role.
- RTF respects the volunteer's rights to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed whilst volunteering for RTF (in line with the Data Protection Act 1998).
- The volunteer enters the relationship with the understanding that there will be no monetary compensation or other compensations other than the reimbursement of receipted out of pocket expenses incurred in the course of volunteer duties.
- Volunteers will be supported and supervised by the Festival Team, led by the Volunteer Coordinator.
- All Volunteers are included in the insurance policy of RTF. The insurance policy covers both professional indemnity and personal injury whilst carrying out agreed duties. Volunteers are not covered against acts of negligence. The volunteer must ensure that they do not put themselves at risk at any point whilst volunteering for RTF.

- Both parties have a duty to treat each other with mutual respect.

Code of Conduct

This provides broad guidance on the standards of behaviour that will be expected when representing RTF.

Volunteers should:

- Follow procedures in connection with the volunteering task description.
- Value the contribution of everyone and create a harmonious working environment free from discrimination, harassment, bullying, inequality and unfair treatment, reflecting the principles of the festival.

Expenses

- Volunteers are entitled to claim reimbursement for reasonable expenses incurred on RTF's behalf. Volunteers are requested to keep expenses at a minimum, using the most economical option. Volunteers who wish to forego reimbursement as a way of supporting the charity are encouraged to provide receipts or complete an [Expense Form](#) so that their donation can be registered as a gift "in kind".
- All expenses must be approved in advance by the Volunteer Coordinator, Tina Salden and supported by valid receipts.
- Travel expenses, incurred on behalf of RTF, must be agreed in advance by the Volunteer Co-Ordinator. Mileage will be reimbursed at the rate of 45p per mile, as per HM Revenue and Customs. Mileage will be reimbursed to a maximum of £ 27 (60 miles), except in exceptional circumstances.

Data Protection

RTF is fully compliant with the General Data Protection Regulation (GDPR). We ask that you treat any data that you receive during the course of your volunteering as confidential.

Social Media

- This includes Facebook, Twitter, YouTube, blogs, online networks and any other internet-based tool.
- RTF expects all volunteers to behave respectfully and take responsibility for their own social media use.

Safeguarding

- All volunteers are required to sign that they have read and understand our [Safeguarding Policy](#).

Dealing with Complaints and Feedback from the Public

Please pass on any information you receive during your time volunteering with us. All feedback will help us to develop future festival programmes. If you have any concerns, or receive a complaint please call the Volunteer Co-ordinator.

Confidentiality

- Treat all information you hold about others with the same respect you would wish to be shown towards information held about you.

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