

# TORBAY CULTURE AMBASSADORS

BECAUSE IT MATTERS

## HOST ORGANISATION AGREEMENT

Torbay Culture recognises the value and impact of the many volunteers working with cultural organisations across Torbay. The Culture Ambassadors programme seeks to support local people to be positive and active advocates for Torbay and to promote a high quality cultural volunteering experience for both organisations and volunteers.

As good practice, we encourage any cultural organisation hosting volunteers to consider signing up to the following principles. It is a requirement for organisations hosting Torbay Culture Ambassadors.

### **As a host organisation:**

- Comply with relevant current legislation relating to the equality and treatment of volunteers.
- Ensure your organisation develops a positive attitude towards volunteering.
- Ensure that volunteers will only ever work in a supportive and safe environment.
- Create a role profile when advertising an opportunity. Once filled, ensure the role fits this profile and revise it if necessary.
- Have a volunteer policy in place outlining: recruitment process, induction and training, expenses, support and supervision, and insurance.
- Provide your volunteer with the necessary support for them to succeed in their role. This should include, but is not limited to, an induction/briefing and any training needed.
- Not recruit volunteers to replace a paid role within your organisation.
- Take time to find out the motivations of the volunteer and commit to helping them achieve any goals. Acknowledge that many volunteers are motivated by the desire to develop their social networks.
- Where appropriate, have a regular feedback process in place, allowing the volunteer to safely communicate their thoughts.
- Where possible, provide opportunities for further involvement and personal development.
- Pay fair and appropriate expenses as per HMRC guidelines to ensure no volunteer is out of pocket.
- Where possible, offer incentives and benefits within HMRC guidelines.
- Thank your volunteer in an appropriate time frame and in an appropriate way.

### **Only for organisations hosting Torbay Culture Ambassadors:**

- To provide Torbay Culture with evaluation information as requested and volunteer hours offered through our Culture Ambassadors.