

Shrewsbury BID

Volunteer Policy

1. Purpose

This policy sets out how Shrewsbury BID works with volunteers. It applies to the Ambassador programme, currently our only volunteer activity, and to any future volunteer roles the BID introduces.

The aim is to make sure volunteers are treated fairly, know what to expect, and understand what we expect from them.

2. Scope

This policy covers Ambassadors, who volunteer their time for Shrewsbury BID without payment. This policy sits alongside the Ambassador Volunteer Handbook, which covers day to day operational detail such as shifts, the hub location, uniform, and radio procedures.

3. Our commitment to volunteers

Shrewsbury BID will:

- Give volunteers clear information about the role before they start, including time commitment, and who to contact for support.
- Invite volunteers to a training session and supply the Volunteer Handbook.
- Treat volunteers with respect and value their contribution to the town.
- Provide a named point of contact at Shrewsbury BID and a Lead Ambassador for on the day support.
- Provide lunch vouchers for Ambassador's completing a full shift.
- Make sure volunteers are not left without support while on shift, including access to a radio and a Lead Ambassador.
- Listen to feedback and concerns and act on them where reasonable.
- Carry appropriate insurance for volunteers while they are carrying out agreed BID activities.

4. What we ask of volunteers

Volunteers are asked to:

- Read the Volunteer Handbook before starting shifts.
- Turn up for agreed shifts or give as much notice as possible if they cannot make one.
- Represent Shrewsbury BID and the town positively when in role.
- Follow the guidance in the Volunteer Handbook, including on uniform, conduct, and handling visitor queries or complaints.

- Raise any concerns, incidents, or difficult situations with their Lead Ambassador or Shrewsbury BID promptly.
- Respect the confidentiality of any personal information they come across while volunteering.

5. Recruitment and training

Volunteers join the programme through an open expression of interest process. There is no obligation on either side to continue beyond a trial period, and either party can end the arrangement at any time without notice, since volunteering is not paid employment.

Volunteers are invited to a training session at the start of the season and supplied with the Volunteer Handbook. Attending the training session is not a requirement, but volunteers are expected to have read the handbook before taking on shifts.

6. Time commitment

Volunteers choose shifts that fit around their other commitments. There is no minimum number of shifts required, though we ask volunteers to be realistic about what they can commit to so cover can be planned.

7. Expenses

Shrewsbury BID provides lunch vouchers for Ambassador shifts. No other costs, expenses, or out of pocket payments are reimbursed.

8. Health, safety and wellbeing

- Volunteers will be given relevant health and safety information for their role and work area through the Volunteer Handbook and training session.
- Any accident, incident, or near miss must be reported to the Lead Ambassador or Shrewsbury BID as soon as possible.
- Volunteers should not put themselves at risk to manage a difficult visitor or situation. The guidance is to listen, make notes, and contact the Lead Ambassador by radio.

9. Conduct and complaints

Volunteers are expected to behave professionally and courteously at all times when representing Shrewsbury BID. Any conduct that falls short of this, or any complaint about a volunteer, will be looked into by Shrewsbury BID, and may result in a volunteer being asked to step back from the programme.

Volunteers who have a concern or complaint about their role, another volunteer, or how they have been treated, can raise this with their Lead Ambassador or directly with Shrewsbury BID.

10. Equality and diversity

Shrewsbury BID welcomes volunteers from all backgrounds and will not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. Reasonable adjustments will be considered to help people take part.

11. Data protection

Personal details collected from volunteers, such as contact information and emergency contacts, will be used only for running the programme and kept securely in line with data protection law. Volunteers can ask to see what information is held about them at any time.

12. Insurance

Shrewsbury BID holds appropriate insurance cover for volunteers carrying out agreed activities on its behalf. Volunteers should only undertake tasks that have been agreed as part of their role.

13. Ending a volunteering arrangement

Volunteers are free to stop volunteering at any time. We would appreciate notice where possible so shifts can be covered. Shrewsbury BID may also end a volunteering arrangement, for example where conduct has fallen short of expectations, or where a volunteer is no longer able to fulfil the basic requirements of the role.

14. Review

This policy will be reviewed periodically and updated to reflect changes in the volunteer programme.