



**Manchester**  
**EVENT VOLUNTEERS**  
A LEGACY OF THE COMMONWEALTH GAMES



# CODE OF PRACTICE – PLACEMENT OF VOLUNTEERS

## 1 *Purpose of this document*

The purpose of this document is to provide host organisations with a clear understanding of the processes of volunteer recruitment, training and management. It specifically defines the responsibilities in these processes of the Post Games Volunteer Programme (MEV) and the host organisation (i.e. the group / organisation recruiting volunteers).

Essentially, there are two broad categories of opportunity:

- One-off events, having a finite life and of short duration (ranging from a day to festival-type events that might last a few weeks)
- Long-term opportunities requiring a regular commitment from both volunteers and host organisation

In this document, any organisation or group (e.g. an organising group for an event) is referred to as 'organisations', 'host organisations' or 'event organisers.'

Manchester Event Volunteers is referred to as 'MEV'.

## 2 *What is a Volunteer?*

A volunteer is a person who performs any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment.

**Voluntary activity should complement the work of paid staff, not substitute it.**

## 3 *Data Protection Act*

Please note that any data that are passed on from the MEV are done so with the agreement of the volunteer. **Organisations can only use this information in connection with the specific event for which the volunteer has expressed an interest** and should not pass data on to third parties, nor should they be used for the purposes of direct recruitment to other events with which host organisations might be involved (including the same event in following months or years).

**Organisations receiving information about volunteers from MEV must ensure that they comply with the Data Protection Act 1998.**

## 4 *Insurance Cover*

It is the host organisation's / event organiser's responsibility to ensure insurance cover for volunteers. Volunteers should be insured under either public or employer's liability cover.

## 5 *Funding*

MEV is unable to fund directly any activities associated with the volunteering opportunity. It will, however, promote the opportunities within its own networks and provide a service linking volunteers to those opportunities.

## **6** ***Pre-recruitment***

The MEV team will have an initial meeting with the host organisation in order to clarify details regarding the event.

It is the host organisation's responsibility to:

- Prepare a work specification for volunteers detailing activities to be undertaken
- Hours / shift patterns / rosters as appropriate
- Management / supervision arrangements
- Any special requirements
- Undertake any necessary health and safety checks/risk assessments

MEV will promote the event via, as appropriate, its website, newsletter and also direct mailings.

## **7** ***Recruitment and selection***

Essentially, MEV will maintain a database of volunteers and volunteering opportunities. It will also act as a signpost to other volunteer agencies as appropriate (e.g. volunteer bureaux).

In order to try and meet a host organisations requirements, MEV will undertake an initial sift of applicants based on the type of opportunities volunteers are looking for and any special skills that the host organisation expects volunteers to possess.

Volunteers' details will be passed on to the host organisation, which will then be responsible for making direct contact with the volunteer and undertaking all other aspects of the recruitment process.

It is good practice to inform volunteers who have applied for positions, but not been selected.

It is also important to look at the methods of recruitment and the messages you use, to ensure you draw upon as wide a pool of potential volunteers as possible.

## **8** ***Security checks***

MEV will not be responsible for arranging security checks, nor can it vouch for any of the volunteers. MEV does not seek declarations from volunteers about previous convictions.

If security checks will be carried out, this needs to be indicated at the time the vacancy is notified to MEV so that it can be included in any promotional material.

## **9** ***Induction and training***

The host organisation will be responsible for organising and the delivery of induction and any training specific to the event.

As a minimum, induction should include:

- Roles and responsibilities
- Health and Safety
- Work arrangements (shifts, breaks etc)
- Management / supervision arrangements
- Familiarisation with the location

Some volunteers will have undergone the Pre-Volunteer Programme or its latest version: Event Volunteering. These are accredited training programmes that look at some of the generic skills required for volunteering. However, it will be the host organisation's responsibility to arrange and fund any training related specifically to the volunteering opportunity.

## **10** *Management and supervision*

The host organisation will undertake the proper management and supervision of volunteers. There should be a named manager / supervisor who will be the main point of contact for volunteers. The person (or a deputy) should be accessible at all times while the volunteer is acting on behalf of the host organisation and will be responsible for dealing with day-to-day issues.

## **11** *Health and Safety, and Welfare*

It is the host organisation's responsibility to ensure compliance with Health and Safety legislation and to ensure good working practices and an environment conducive to the health and safety of volunteers.

Host organisations are responsible for the welfare of volunteers they recruit. This will include (as appropriate) provision of refreshments at reasonable intervals; suitable break periods (separate rest facilities may be appropriate). Roster or shift working may also be deemed appropriate.

## **12** *Transport and expenses*

Expenses are extremely important to volunteers, and are also important to your organisation in helping to attract a diverse volunteer 'workforce'. However, it is important that volunteers are paid out-of-pocket expenses only, or your organisation could fall foul of national minimum wage legislation.

The host organisation would be expected to reimburse travel costs (public transport/petrol allowance) within a pre-determined radius. Where volunteers are required to work at times when public transport is unavailable or severely restricted, the host organisation may need to consider additional help for those volunteers who have no other means of transport.

## **13** *Uniforms*

If uniforms are required (from tee shirt to bespoke tailoring) this will be at the host organisation's expense.

## **14** *Recognition*

Where possible, MEV is keen for volunteers efforts to be recognised. This could take a number of forms, none of which need involve great expense or formality.

Host organisations should consider how they could recognise volunteers' contributions. This could be a tee shirt, a small post event party, pin badges, certificates etc.

As a minimum, event organisers should send a letter of thanks following the period of volunteer involvement.

## **15** *Tracking of volunteers*

MEV has a variety of funders and it is essential that we collect information about volunteer activity. As a minimum, we would need to know:

- Details of volunteers actually recruited for an event or other volunteering opportunity (i.e. some form of signed attendance sheet);
- Details of any training given (including duration), again with a signed attendance sheet;
- The total number of hours each volunteer was involved with the event or other volunteering opportunity

## 16 Declaration

I accept the responsibilities as described in this document.

**PLEASE PRINT CLEARLY**

SIGNED: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

ON BEHALF OF: \_\_\_\_\_

POSITION: \_\_\_\_\_

EVENT NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

POSTCODE: \_\_\_\_\_

TEL / MOB: \_\_\_\_\_

E-MAIL \_\_\_\_\_ DATE: \_\_\_\_\_

HOW DID YOU HEAR ABOUT MEV? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please return to:**

Manchester Event Volunteers, c/o EDU, Room 302, Level 3, Town Hall, Manchester, M60 2LA