

## MEV POLICY – VOL 012

<b>Manchester Event Volunteers</b>	Volunteer Services
<b>Policy Number</b>	VOL 012
<b>Policy Title</b>	<b>Dealing With Performance Related Issues</b>

### POLICY DESCRIPTION

It may be necessary during the event for managers to deal with performance related issues involving volunteers.

Issues relating to performance need to be addressed in a manner, which promotes cooperation and trust, with the aim of achieving a mutually satisfactory outcome, wherever possible.

### POLICY IMPLEMENTATION

#### **Who the Policy Applies to**

This policy can be applied to:

- Volunteers

The policy should not be applied to contractor staff i.e. individuals employed by a separate business entity engaged to provide services to the event. Where there is a performance related issue in connection with contractor staff, the Contractor should be contacted.

#### **Procedure to be followed**

Where there is concern regarding an individual's performance, the immediate supervisor/manager should discuss this informally with the individual at the first opportunity. The following steps should be followed:

- Advise the Volunteer Manager
- Make clear the issue(s) giving cause for concern and the standards required
- Give the individual an opportunity to respond. If the explanation given is acceptable no further action should be taken at this point.

If the explanation is not acceptable:

- Advise of support available
- Advise of consequences of continuing poor performance, i.e. ultimately their services being dispensed with
- Consider redeployment to other duties within the venue/at other venues
- Review performance at end of next completed shift

If at this stage there are no outstanding concerns, no further action should be taken.

However, if all required standards are still not being met the immediate supervisor/manager should:

- Contact MEV or your HR department for further advice
- Further advise the Volunteer Manager
- Make clear the issue(s) still giving cause for concern
- Give the individual an opportunity to respond
- Based on facts/response, make a decision as to allowing the individual to continue with current duties or redeploying to suitable alternative duties within the current venue
- Where suitable alternative duties are not available at the current venue, the immediate line manager/supervisor should discuss the possibility of redeployment to suitable alternative duties at an alternative venue with the appropriate Volunteer Manager

## **NOTES**

Where persistent poor performance is experienced and further redeployment is not deemed appropriate

In the event of an individual's services being dispensed with or them returning to their employing organisation, the immediate supervisor/manager should ensure the individual returns all items which belong to the event organisers before leaving the premises.

A full report of any action taken under this policy should be completed and copied to the Volunteer Manager, MEV and your HR department.

## **POLICY RATIONALE**

### **EXCLUSIONS**

Where there is a performance related issue in connection with contractor staff, the Contractor should be contacted.