



The Friends of Trowbridge Bandstand

Volunteer Policy

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1 DOCUMENT CONTROL

1.1 Document Status

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1.2 Document Revision History

Version	Date	Author:	Revision Detail	Next Review Due:
0.1	26/06/2026	Stephen Cooper	Initial document creation	25/11/2026



2 DOCUMENT PURPOSE

This document sets out the process by which volunteers with the Friends of Trowbridge Bandstand will be recruited, inducted, managed and protected.

3 SCOPE

This policy details the Friends' procedures and will be applied, as appropriate, to help each volunteer find the role within the Friends that they would most enjoy, and which will enable them to contribute most to our charitable work.

That contribution may range from a substantial time commitment and a requirement for professional qualifications and in-depth experience, to simply a willingness to join in and help out; but in all cases any volunteer's commitment must be solely the volunteers choice, and the Friends commit to never pressurising a volunteer or prospective volunteer to agree to more than they are comfortable with.

It is important to remember that ALL those working with the Friends of Trowbridge Bandstand, including the Trustees, are volunteers. The Trust has no paid employees and no Trustee, Associate Member or Volunteer may take any reward for their work with the Trust.

4 DEFINITIONS

In this Policy Document:

"the Trust" means The Friends of Trowbridge Bandstand ;

"the Commission" means the Charity Commission for England and Wales;



5 WHO CAN VOLUNTEER?

Subject to meeting certain mandatory requirements, the Friends of Trowbridge Bandstand welcomes all volunteers who support the aims and objectives of the charity regardless of race, gender, faith, sexual orientation or any other demographic or protected characteristic.

Some of those volunteers may express an interest in becoming Associate Members or even Members (Trustees) of the Friends, but this is not a requirement and anyone who wishes to volunteer to help achieve the charitable aims of the Friends may do so without commitment to taking out any form of membership.

6 PROMOTING THE NEED FOR VOLUNTEERS

Ways in which the public may be made aware of our need for volunteers include:

- Via websites, such as funders, local community groups and foundations.
- Social media – either groups relevant to our activity, or local town/village/community groups.
- Posters in libraries and other public buildings, places of worship, doctors' surgeries and shops (there is an absolute need to ensure permission is granted from the relevant authority BEFORE any poster is displayed).
- Through networks of those who come into contact with potential beneficiaries, such as relevant statutory services and other charities.

For some groups, we may provide information a different way, such as an additional language, or to make these accessible to people who have disabilities.

7 RECRUITMENT AND ACCEPTANCE OF VOLUNTEERS

We welcome anyone who wishes to volunteer to help us but there are some circumstances where this may not be possible. For example:

- You must have the right to work in the UK and for some visitors to the UK (on visas), asylum seekers and refugees this may not always be the case, or.



- The role you would like may require experience or professional skills you don't have, and for some roles, there may be specific legal requirements that we must meet.

We should stress that there are only a few occasions when this might apply, and we will always do our best to find a way to welcome you into our charity.

We will talk to all potential volunteers to ascertain their suitability for any specific tasks that they are being recruited to undertake. We will also want to assure ourselves that any potential volunteer is fully committed to the aims and objectives of the Friends.

When looking at a potential new volunteer we shall be mindful of the need for a volunteer to have:

- A commitment to our work.
- A desire to help and be kind to others.
- Sufficient time/flexibility to be able to carry out their role.
- Where a role specifically requires professional qualifications, experience or accreditation, or other requirement, such as a licence to practice.

Desirable qualities we may look for include:

- Knowledge of, or experience of working in a charity, or role relating to your volunteering role.
- Relevant professional qualifications or experience.
- Ability to work independently and as part of a team.
- Strong interpersonal and people management skills.
- Good verbal communicator, able to get on well with people and to ask questions positively.

Potential volunteers may be asked about:

- Their previous volunteering experience,
- Their knowledge and experience in the heritage sector,
- Their ability to commit time to volunteering with the Friends,
- Any circumstances or limitations that we should be aware of.

We will ensure that we:

- Inform candidates of our commitment to safeguarding those volunteering with us,



- Plan our time so as to ensure we have enough time to talk to each potential volunteer and explain the nature of any tasks that they may be asked to do whilst volunteering with the Friends,
- Explain that, where appropriate or required by law, we may carry out further checks, including DBS checks, qualification checks, reference checks and identity checks.
- Explain that all volunteers will be appropriately trained for their duties.

8 INDUCTION OF VOLUNTEERS

All new volunteers will be expected to attend an induction prior to commencing their first session as a volunteer with the Friends of Trowbridge Bandstand.

- We will ensure that all volunteers are made aware of this Policy and all other policies that may impact on their duties as a volunteer with the Friends of Trowbridge Bandstand. These include, but are not limited to:
 - Due Diligence Policy
 - Safeguarding Policy
 - Fundraising Policy
 - Complaints Policy
 - Health and Safety Policy
- Volunteers recruited as Subject Matter Experts (SMEs) may be asked to provide evidence as to their relevant expertise.
- Whilst the Friends have no intention of working with vulnerable adults or children, this possibility can never be totally discounted. We therefore reserve the right to undertake relevant DBS checks and/or identity checks and undertake any safeguarding training required.
- Each new volunteer will be made aware that they are entitled to ongoing support and mentoring, and refresher training, as required.

9 WHILST VOLUNTEERING

Whilst volunteering with the Friends of Trowbridge Bandstand at the bandstand, in the Town Park or on Trowbridge Town Council (TTC) premises or land, volunteers must be aware of the TTC Volunteer Policy, all relevant accident reporting requirements, evacuation procedures and reporting routes.



If volunteering outside TTC grounds or buildings, all volunteers should make sure that they are familiar with be aware of:

- Local evacuation routes
- Contact details for a Friends' Trustee
- The Trust's Health and Safety Policy
- The Trust's Safeguarding Policy

A full Risk Assessment should be undertaken by the Friends of Trowbridge Bandstand before any event that includes volunteers, regardless of the location of that event.

Those overseeing volunteering activities must undertake any necessary training in order to do so. This may include:

- **First Aid.** Must hold Emergency First Aid at Work (EFAW) and, ideally, First Aid at Work qualification and undertake refresher training as necessary.
- **H&SW.** A minimum of IOSH Working Safely or NEBOSH Safety Simplified and, ideally, IOSH Managing Safely, or similar qualification.
- **Food Handling & Preparation.** If volunteering on an ongoing basis or handling high risk food, we may require you to undergo training.

Food handlers will be expected to have (and maintain up to date) the equivalent to Level 2 in food safety and hygiene.

10 IMPORTANT!

It is important to remember that the information in this document is neither exhaustive or exclusive.

Volunteers with the Friends of Trowbridge Bandstand should be assured that the Trustees will make every effort to protect them and keep then appropriately trained, but all volunteers (including Trustees/Members and Associate Members) need to be equally aware that they are also responsible for their own safety and the safety of those around them.



11 APPENDICES

11.1 Useful links to Regulatory Guidance

[Charity Commission](#): How to manage your charity's volunteers.

[Fundraising Regulator](#): Volunteers.

[Health & Safety Executive](#): Volunteering – how to manage the risks.

Gov.UK - [DBS checks: guidance for employers](#).

DWP – [Right to Try Regulations](#).

11.2 Volunteer Agreement Template

This agreement is made between
The Friends of Trowbridge Bandstand
and

Volunteer Name: _____
Address: _____
On: _____ Date: _____

Subject to the completion of any necessary checks, such as identity, right to work and DBS.

1. **Nature of Agreement** – in order for any organisation to work well and keep everyone safe, everyone in it must understand, accept and comply with the organisations policies and procedures. This agreement is intended to do this by ensuring the charity provides the opportunities and support to the named volunteer and the volunteer understands their obligations in return.
2. This is not an employment contract; this is an unpaid volunteer role and neither party intends any employment or other worker relationship to be created.
3. **Responsibilities** - an outline of the role and responsibilities, including any line management relationships and communicating with the charity. Include any:
 1. **Professional Qualifications** - accreditations and/or licences to carry out the role, such as a teaching or medical qualification.
 2. **Mandatory Training** - that will be required, such as safeguarding and/or H&SW.
 3. **Induction and On-the-job** - or other training required for this role.
4. **Code of Conduct**. The volunteer is issued with and agrees to abide by the charity's code of conduct and/or values.



5. **Policies and Procedures.** The charity will ensure that the volunteer is made aware of and has access to any relevant policies and procedures, such as safeguarding and IT use policies. The volunteer agrees to comply with these.
6. **Confidentiality** - the volunteer must safeguard and not use or disclose any confidential information they have access to either whilst volunteering, or afterwards.
7. **Payment** – no payment will be made for activities undertaken as a volunteer with the charity.
8. **Authority** – you may not enter into agreements, or commit or pay charity funding to anyone, unless you have been given prior, written and specific authorisation by the charity.
9. **Data Protection** – you consent to the processing of personal data including sensitive personal data and, if they will be processing sensitive data of others, compliance with our data protection procedures.
10. **Safety & Support** – You will be provided with the contact details of a named Trustee who be your point of contact with the charity if you need help, or have a problem, particularly relating to safety issues. We are committed to creating an inclusive and supportive environment. If you have a disability, health condition, or personal circumstances, such as dietary needs or preferences, please let us know so we can discuss any reasonable adjustments that may be needed to ensure you are able to volunteer with us safely, comfortably and effectively.
11. **Training** – You will be expected to undertake any mandatory training that may be required, such as safeguarding.
12. **Communication** - maintaining effective communication with the charity's coordinator or supervisor. This includes promptly responding to emails, attending virtual meetings or check-ins, seeking clarification or guidance when needed, any support you feel you might need and reporting any concerns that you may have.
13. **Representing the Charity.** Posting about volunteering with our charity is very welcome but you must not represent the charity, or appear to represent the charity, unless you have been authorised to speak on our behalf. If posting about the charity, you agree to not use language that may reasonably be seen to be inflammatory, offensive, or contrary to the charity's values, and to not include issues that may reasonably be seen as contentious or political in nature.
14. **Charity Property.** The volunteer will safeguard and, on leaving, return any keys, car parking or other passes or equipment, such as banking devices, phones and laptops, and data or imagery.
15. **Access to Systems.** Access to any equipment, such as a laptop and any systems is to be kept confidential and any changes to passwords and/or Pin numbers sent in writing to your line manager <insert name> or admin and handed over on leaving. This is to ensure the charity can access these, if you fall ill or similar. For example, for laptops, phones, or banking devices.



16. If you set-up or have access to or control of an external system used by the charity, such as a social media account, you must notify any changes to passwords, pin codes, 2 factor authentication, or other access measures, to the individual above.
17. **Intellectual Property (IP).** In entering into this agreement, you are agreeing that the rights of any IP created whilst working as a volunteer, such as copyright of imagery, content or other materials is assigned to the charity which will retain ownership.
18. You may only use the material for other than work with the charity, if the charity issues you with a written licence to do so.
19. **Ending This Agreement.** This agreement may be ended by you or the charity at any time.

END OF DOCUMENT

Document Version 0.1

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Date Approved:

Review by Date: