

# Volunteers' Recruitment & Retention Policy

## The aims of this policy are to –

1. Allow local people to –
  - 1) Support the concept of a community space run entirely by volunteers
  - 2) Interact on a daily basis, thereby promoting social inclusion / cohesion
  - 3) Promote inclusivity
  - 4) Contribute to the running of the space.
2. Provide sufficient numbers of volunteers to ensure the objects of the Ratby Library & Community Group, as set out in our charity constitution, are delivered.
  - Provide a register of sufficient numbers of volunteers to ensure the amenity can be properly resourced and which allows for the necessary operational flexibility to cope with a public access amenity entirely operated by volunteers.
  - Devise and implement a pro-active project plan that ensures the registration of a volunteer base that allows the building to be suitably 'staffed' and for the flexibility needed for the inevitable changes in volunteers' circumstances.
3. Ensure sufficient time and resources are devoted to retain volunteers whilst promoting the benefits of volunteering that guarantees the continuing stability of the Ratby Library & Community Group charity.
4. By achieving the objectives above to devise and operate ranges of activities, opportunities, events and activities that will help the Ratby Library & Community Group achieve its charitable objects.
5. Meet the statutory requirements that impact an operating led, managed and run by volunteers.

## Duties and Responsibilities

1. **Volunteers will be assessed** through informal interviews.
2. **Group Induction sessions** will be held to discuss these duties and responsibilities.
3. **Volunteers will operate** in teams, servicing the library and the cafeteria. Each team will have a team / shift leader (see below).

4. **Team / Shift Leaders** will be responsible for –
  - 1) Ensuring the necessary security procedures are followed for unlocking and relocking the building.
  - 2) Ensuring all Ratby Library & Community Group procedures and policies are followed.
  - 3) Being the point of contact should anyone, volunteers or users, wish to raise questions, issues or complaints that cannot be otherwise addressed or contacts a trustee if he/she cannot provide a satisfactory resolution.
  - 4) Being the individual who contacts the emergency services should an occasion arise that demands it
5. **Set up and support** community activities where necessary.
6. **Timekeeping** will be essential for the smooth and efficient running of the building –
  - 1) When opening the Library volunteers must attend at least 15 minutes before the library opens to the public to prepare the building. The appropriate security processes
  - 2) When closing the building volunteers will be required to tidy the library in readiness for the next team; this may require a light vacuuming of the space.
7. **Lengths of Shift** will be two and a half hours each morning and afternoon and 3 hours on Wednesday evening.
8. **Volunteers will provide** a friendly, helpful and efficient service to all users of the building.
9. **All volunteers will undergo training** in both the library and cafeteria administration. (The details will be added to these Duties and Responsibilities when formally adopted).
10. **Volunteers will be asked to use their initiative** in making basic decisions within agreed boundaries.
11. **Unruly behaviour** will be dealt with by asking the culprit to leave the building. If this is refused or the person is aggressive the Police must be called, the incident recorded in the appropriate log and the Volunteer Coordinator advised (in that sequence).
12. **Cash received in the library and the cafeteria** must be deposited in the electronic cash till. At the end of each day it will be the responsibility of the Team Leader to –
  - 1) Use the till's software to print out the till receipt, which records how much cash has been received and what for.
  - 2) Ensure the cash on hand is balanced with the preceding float and cash receipts.
  - 3) All cash must be placed in a secure place before leaving the building.
13. **Training courses, conferences, seminars or other meetings** will be provided for volunteers to attend in the interest of his / her own training needs and the needs of the service.
14. **Expenses** will be provided where incurred on library duties and paid on production of a receipt.
15. **These Duties and Responsibilities** will be subject to continuous review.

## The Trustees of the Ratby Library & Community Group

All trustees have approved this Policy. They are: Mr Ken Hunnybun (Chair), Mrs Avril Hunnybun (Secretary), Nathan Dickman (Treasurer), Mr Daniel Green (Youth Trustee), Christine Reid (Trustee), Adrian Russell (Trustee).

RESPONSIBLE OFFICER	RESPONSIBLE OFFICER
Mr Ken Hunnybun	27 / FEB / 2017

Review Date - Monday, 08 January 2018