



Volunteer Handbook

Welcome to OnFife and your role as a Volunteer

At OnFife, our vision is for Fife to be a culturally vibrant and rewarding place for everyone to live, work, study and visit. By providing creative, entertaining and learning experiences through our Museums, Galleries, Libraries and Theatres, we aim to enrich people's lives in Fife. Our Volunteering Programme is just one of the ways we do this.

This handbook will provide you with all the information you will need to ensure you have a safe, positive and enjoyable experience during your time with us. Please do not hesitate to discuss your role and any aspects of our volunteering programme with your Volunteering Supervisor.

Thank you for giving your time to help us achieve our aims and goals. It is very much appreciated.

Heather Stuart

Chief Executive
Fife Cultural Trust

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Introduction

This handbook is designed to inform you about our volunteering programme and what to expect as one of our volunteers. It will also inform you of your relationship with OnFife and act as a reference document for your time with us.

Please read this handbook alongside the other documents provided in your welcome pack to help you to understand your role further. During your time as a volunteer, you will be supported by a Volunteer Supervisor. You will meet this member of staff when you start your volunteering and will be given their contact details.

Your volunteering role is one of many ways in which we engage with volunteers. We recognise as an organisation that volunteers have many valuable skills and qualities that both our staff, customers, and visitors can benefit from.

Volunteering with OnFife will give you the opportunity both to use your existing skills and to develop new ones.

About OnFife

Opening doors to inspiration

We are OnFife and we know how valuable creativity is to our communities. Whether we're helping people learn or making them laugh – we're here to bring people together and make them feel good.

We specialise in making jaws drop, hearts warm, eyes light up and imaginations run wild.

From the screen to the stage, the painting to the page, from the treasures of the past to the stars of the future – culture is our oxygen.

Our spaces are some of Fife's favourite places – from historic buildings to mobile libraries, award winning new destinations to much-loved community hubs. Museums, theatres, galleries, libraries, and archives – we offer them all.

OnFife is a registered charity – here for Fife, not for profit. Every penny we make is invested back into free and affordable entertainment and learning. So, whether you buy a ticket, book a venue, grab a coffee, or donate – you're helping keep the doors to inspiration open to everyone.

Our values: **F**earless, **I**nviting, **F**air and **E**xciting.

Legally our charity is registered under the name Fife Cultural Trust. You might still see this name in small print beside our charity number. But to make things easier for our customers, partners and funders, we use one single name - OnFife.

OnFife is responsible for:

- Museum and heritage venues including Dunfermline Carnegie Library & Galleries and Kirkcaldy Galleries.
- Libraries and Fife's Historical Archives.

- Theatre and community venues including Rothes Halls, the Adam Smith Theatre, the Lochgelly Centre and Carnegie Hall, Dunfermline.
- Fife's Cultural Strategy, Partnerships, and Consortium.
- Stewardship and care for the objects and archives in Fife Council's collections.

Our Values

Think Fife. These 4 simple values shape the way we work.

Fearless

We're a creative organisation full of adventure and imagination. And that takes courage and belief. We believe in ourselves and each other, and we've never afraid to try new things.

Inviting

We believe inspiration is for everyone. We're inclusive, generous and customer-focused in everything we do. We provide experiences for all tastes and abilities, and we're famous for our warm welcome.

Fair

We treat everyone with respect. We celebrate the diversity in our community, we value the opinions of others, and we're 100% committed to equality. We always act with integrity.

Exciting

We aim to be a positive face in the lives of others. Motivated and proactive, our work stands out because of our passion and energy for what we do. We're in the business of inspiration – and that's an exciting place to be.

Your welcome pack contains some more information about our organisational activities. The OnFife Website also provides much information about our venues and services. Do take the time to have a look at www.onfife.com.

If you use social media, you can also connect with our Theatres, Museums, Libraries and Archives via Facebook and Twitter

- [Facebook.com/@onife](https://www.facebook.com/onife)
- [Twitter @onife \(theatres\)](https://twitter.com/onife_theatres)
- [Twitter @onife_archives](https://twitter.com/onife_archives)
- [Twitter @onifemuseums](https://twitter.com/onife_museums)
- [Twitter @onifelibraries](https://twitter.com/onife_libraries)

You can also keep up with Kirkcaldy Galleries and Dunfermline Carnegie Library & Galleries on their own pages.

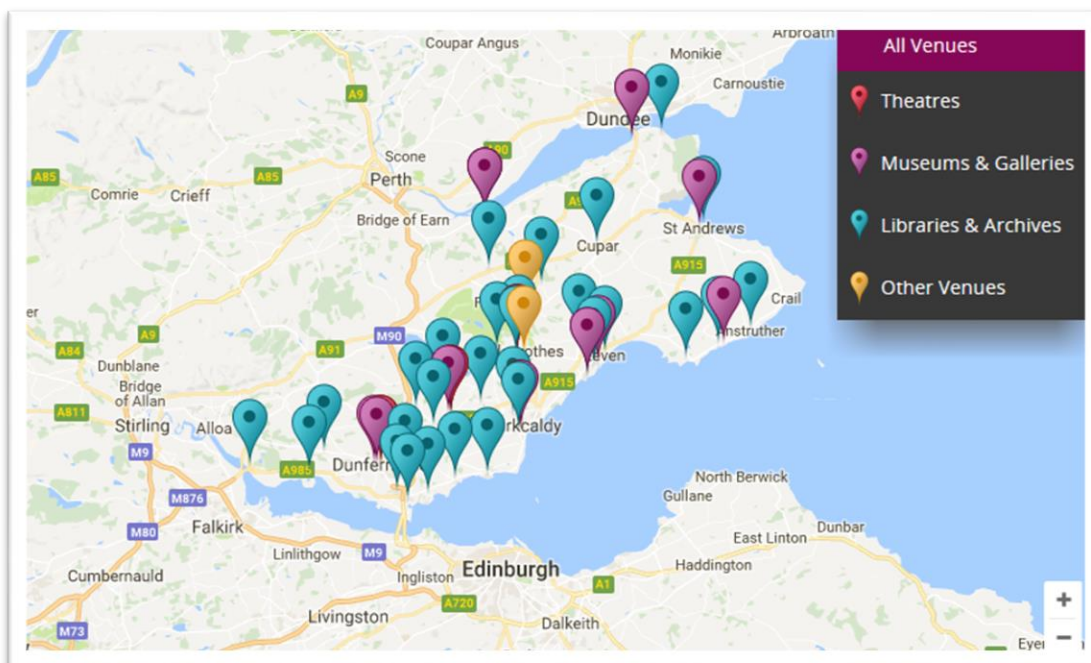
Kirkcaldy Galleries

- [Kirkcaldy Galleries | Facebook](https://www.facebook.com/KirkcaldyGalleries)
- [Kirkcaldy Galleries \(@KYGalleries\) / Twitter](https://twitter.com/KYGalleries)

Dunfermline Carnegie Library & Galleries

- [Dunfermline Carnegie Library & Galleries | Facebook](https://www.facebook.com/DunfermlineCarnegieLibraryandGalleries)
- [Dunfermline Carnegie Library & Galleries \(@ONatDCLG\) / Twitter](https://twitter.com/ONatDCLG)

Map Of OnFife Venues



The Benefits Of Volunteering

At OnFife we recognise that every individual is motivated to volunteer for different reasons. Volunteering with us will enhance the skills you already have and provide you with new opportunities for development. It will give you access to the knowledge and experience of our enthusiastic staff, a chance to meet new like-minded people, enjoy social occasions and above all, have fun!

Our staff understand that everyone has different interests, aspirations and abilities and that the diversity of our volunteers is what makes them so valuable to us as an organisation.

We like to acknowledge the contribution of our volunteers and reward and celebrate achievements in a variety of ways.

OnFife And Volunteers

OnFife understands that volunteers are different to employees. You are giving your time of your own free will with no expectation of pay for the role, and do not under any circumstances see your role as a substitute for employment.

There are some basic responsibilities for us as an organisation and for you as a volunteer - these are laid out clearly in our Volunteer Agreement. Please make sure you have read and understood this document before you sign it.

The Volunteer Agreement does not form a contract between you and OnFife. It is an informal agreement to outline clear and up-front expectations.

OnFife will provide you with a clear outline of the role you are going to undertake, along with appropriate training and supervision to ensure that you can carry out your duties to the highest standard. We strive to provide a safe and enjoyable volunteering environment and will provide appropriate and essential welfare facilities.

Alongside our staff, volunteers will often present a public face of our organisation to visitors and event participants, and as such you should be happy to represent the interests of OnFife and always behave appropriately. The amount of visitor engagement will vary widely depending upon the role you are doing, but you should always be aware that during your volunteering hours you are representing OnFife.

Before starting your volunteering with us, we will ask you to confirm that you have read and understood our Volunteer Code of Conduct. You are expected to always adhere to this. A copy of the Volunteer Code of Conduct will be provided in your welcome pack.

Please remember that activities carried out by volunteers is for the benefit and sole use of OnFife and should not be used for other organisations websites and social media without the prior agreement of the volunteer supervisor.

Who Can Become A Volunteer?

We offer a range of volunteering opportunities with varying levels of commitment to suit a variety of motivations for volunteering. OnFife is an equal opportunity organisation and volunteer opportunities are open to all regardless of gender, race, religion, sexual orientation, disability or political beliefs. Working within the parameters of our venues and services, we will take every measure to accommodate individual needs.

For most of our volunteering roles, applicants must be over 18. We will accommodate placements arranged specifically through schools, colleges, or community organisations that directly involve gaining skills and experience required for employability or further education.

We recruit our volunteers based on them having a specific set of qualities relevant to each individual role, for example:

- You are approachable, friendly and enthusiastic

- You can work as part of a team
- You can take and act on instructions, including health & safety procedures
- You are comfortable communicating with people of different ages and backgrounds
- If you are taking on a public-facing role, you are confident and comfortable with initiating conversation with visitors/customers
- You are physically able to undertake the role, considering the location and tasks involved.

Eligibility To Volunteer

Individuals must be eligible to volunteer in the UK for the entire duration of their volunteering placement or role. Anyone from a European Union (EU) or European Economic Area (EEA) country and refugees are allowed to volunteer.

Asylum seekers are encouraged to volunteer whilst their claim is being considered. Volunteering involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. By volunteering for a charity or public sector organisation, asylum seekers can support their local community, and this will also assist with their integration if they are granted leave to remain in the UK.

Individuals from outside of the EU or EEA can only volunteer if their visa permits it and must give OnFife sight of the visa documentation that states this eligibility.

Individuals who are claiming benefits or tax credits must meet the conditions of their specific benefits. It is the responsibility of the individual and NOT of OnFife to ensure they are not breaching any conditions of the benefits being received. If a potential volunteer is unsure, they should seek advice from their local Jobcentre Plus Adviser before commencing a volunteering role.

It is **the volunteer's own responsibility** to ensure that they are eligible.

PVG Scheme / Disclosure

Most of our volunteers **do not** require to obtain PVG Scheme Membership or a Disclosure Scotland Certificate to be able to carry out their role with OnFife. This is because most of our volunteers are not carrying out what is considered by the Government to be 'regulated work', nor will our volunteers ever be in a position of working alone with children or vulnerable adults.

For all our volunteer roles, OnFife will liaise with Disclosure Scotland to assess whether a PVG Scheme Membership or a Disclosure Scotland Certificate would be required. OnFife will cover any fees involved in this process.

Confidentiality

As an OnFife Volunteer you may, at times, be party to restricted information about the organisation, our individual staff members or our customers. You will treat this information as confidential and you will not discuss it out with OnFife.

OnFife retains volunteer details for reasons such as health & safety and communication. None of our volunteers' details will be shared with third parties unless we have prior consent to do so. We will retain records about volunteer hours and activities, including photographs and film footage, to allow us to measure the benefits of the volunteering to the organisation and to the individual. Your welcome pack includes a database permission form and photo/film permission form that should be completed and brought to your induction session.

Attendance

To ensure the smooth running of your time with us it is essential that the dates and times of your volunteering activities are agreed in advance and that you honour the arrangements made. We fully understand that there may be periods of time that you cannot be available to attend, and that this can sometimes occur at late notice. We would ask that you let your Volunteer Supervisor know

as soon as practically possible if you are unable to attend. This allows us to make alternative arrangements for activities/ projects as necessary.

We do not set a minimum or maximum time commitment for volunteers, but if you should repetitively cancel your sessions without reasonable explanation or we have not heard from you for eight weeks, we will ask that you give up your volunteer placement to someone else.

Volunteers are not allowed to bring other people with them while volunteering, except for an approved professional support worker.

Volunteers are not allowed to bring dogs with them while volunteering, except for guide dogs.

Expenses

OnFife will reimburse reasonable travel costs associated with travelling to your placement venue and a travel expenses claim form will be provided. Any volunteer living out with the Fife local authority area will be eligible to claim expenses for travel within Fife.

Volunteers should use the cheapest method of public transport available to get to the venue. If using your own car or motorbike, standard mileage will be reimbursed, which is 45p per mile for cars and 25p for motorbikes

OnFife does not reimburse meal expenses incurred while volunteering, but will provide tea and coffee for breaks, where practical.

Induction, Training And Reviews

Your induction begins with the issue of your Welcome Pack. Please ensure you read through everything that has been provided. The Welcome Pack contains:

1. Welcome Pack checklist
2. Volunteer Handbook

3. Volunteer Agreement Form
4. Database Permission form
5. Photo/film, Press and Publicity Form
6. Health & Safety Policy Summary
7. Volunteer Code of Conduct
8. Information relating to your specific venue/ role

Your Volunteer Supervisor will run an induction session at the venue you will be based at. This session will cover an introduction to the staff team, a full site tour, health & safety and fire precaution instructions and an overview of OnFife policies that you need to be aware of. It will also cover topics such as breaks, where to eat and drink and where you can store your personal belongings. It will also be an opportunity for you to ask any questions you may have.

We will provide all the training you need to be able to fulfil your volunteering role. Training may be delivered by your Volunteer Supervisor, a member of the wider OnFife Team, or in some cases, an external trainer. It is important that you attend all training sessions in order that you can properly and effectively carry out your role.

Your Volunteer Supervisor will arrange informal catchups with you to review your delivery and enjoyment of the role and to discuss any issues you may have.

There is a mutual responsibility to communicate concerns or questions. Don't wait for your catch-up if something is bothering you!

Health & Safety

OnFife operates under all workplace legislation including the 1974 Health & Safety at Work Act. We will provide volunteers with the same standards of care as members of staff. This means that you will be provided with a safety brief for the roles you undertake, these roles will be risk assessed and you will be provided with any necessary safety equipment and instructions to allow you to safely carry out the role.

Under this legislation you have a responsibility not to place yourself or anyone else at risk and that you operate any tools, machinery or equipment in accordance with the information and instructions provided.

OnFife 's Health & Safety Policy applies to our volunteers. A summary of this policy will be provided as part of your welcome pack.

Communications

All the necessary contact details you will need for the duration of your volunteering role will be included in your induction. OnFife communicates with volunteers using several channels, including email, phone, social media, newsletter, and face-to-face. These communications are intended to keep you up to date with your own projects as well as developments within the organisation.

Reward & Recognition

Volunteering brings an exchange of mutual benefits to you as the volunteer and to us as an organisation. We greatly value and appreciate the time given by our volunteers in helping us to achieve our aims and goals.

We recognise the contributions of our volunteers in various ways. It may be in the form of a certificate, a formal thank you letter, end of project events, media publicity or a simple face-to-face 'thank you'.

Should A Problem Arise

We hope that your time as a volunteer with us will be problem-free, but if anything does crop up that is concerning you or having an adverse impact on your wellbeing, please do not hesitate to speak to your Volunteer Supervisor. The chances are that they are not aware of the situation and will certainly welcome the opportunity to speak to you and find a solution to any problems.

Leaving Your Volunteering Role

Some of our volunteering projects will have a set timescale, while others may be more open-ended. The duration of a role will always be made clear when you are applying for it. Volunteers may leave their role at any time without giving a specific period of notice, but we would appreciate it if you can let us know as far in advance as possible to allow us to re-allocate your tasks.

When you leave your volunteering role, we will ask you to complete a short survey about your experience. You should return any appropriate equipment to your role supervisor and ensure that you collect all your own personal belongings.

If for any reason, the Volunteer Supervisor feels that the role you have chosen to undertake is unsuitable for you, they may be able to offer you an alternative role. The reasons for this would be discussed fully and where no alternative role can be found, you would be asked to end your volunteering engagement with OnFife.

While You Are Volunteering

Absence

If you are unable to attend your volunteering session on any given day, please inform your Volunteering Supervisor as soon as possible.

Travel

Most of our venues have limited or no car parking, so if you plan to drive, please do check and we can also provide you with details of public transport to get you to your venue.

Volunteering Hours

Your hours will be agreed with your Volunteering Supervisor. Please arrive no more than 10 minutes prior to your session and to clear away in plenty of time for your session ending.

Personal Possessions

It is best to keep personal belongings to a minimum when you come to volunteer. Some spaces are secure, and in some venues, we do have locker facilities. But you will be working in buildings that are open to the general public and OnFife cannot take responsibility for the loss of or damage to your personal property.

Food And Drink

Please bring your own provisions with you. Space will be provided for you to eat and drink in. It should be noted that eating and drinking is prohibited in many of our spaces for the protection of the archives, art, and museum objects. In some venues, there are cafe facilities that you can use if you prefer.

Toilets

all our venues have toilet facilities. You will be shown where these are as part of your induction process.

Breaks

You may take comfort breaks as often as you feel necessary. If you are volunteering all day, we would advocate a minimum of a morning and afternoon break as well as a lunch break of at least 30 minutes.

Personal Health

If at any time during your volunteering you feel unwell or become injured, please let a member of staff know as soon as possible. If you have a medical condition, disability or other need that you would like your Volunteering Supervisor to be aware of, please discuss this at your induction session.

First Aid

There is a First Aid Box located at all our sites. Your Volunteering Supervisor will let you know where to find this. For any serious injuries or illness, we will contact emergency services.

Fire

You will be briefed in fire arrangements as part of your induction process. Please do pay attention to the Fire Exit locations in your venue and should an alarm be activated, make your way safely and calmly to the nearest exit point.

Smoking, Alcohol And Substance Misuse

Smoking is not permitted in any of our venues. Your Volunteering Supervisor will advise you of the nearest suitable place that smoking is permitted. Although alcohol is sold in some of our venues, you are not permitted to consume alcohol during your volunteering hours. Inability to carry out duties because of alcohol and/or drugs will result in your volunteer opportunities being withdrawn.

Complaints

If you encounter any problems or complaints about the venue, staff, or another volunteer from members of the public during your volunteering, please raise this with your Volunteer Supervisor. You must not answer on behalf of OnFife.

Engaging With The Media

If you are approached by the media in one of our venues or at one of our events, please do not give any comments or agree to an interview before discussing with your Volunteering Supervisor. We have a standard approach to media enquiries through our Press Officer.

Dealing With Inappropriate Behaviour

If you are subjected to or witness any inappropriate behaviour, experience any aggression or violence from visitors or customers, please remove yourself from the situation and inform the nearest member of staff as soon as possible.

Bullying And Harassment

OnFife ensure that all staff and volunteers are treated with dignity and respect and should never encounter harassment or discriminatory behaviour in the workplace. If you are subjected to

any behaviour of this nature, we would encourage you to discuss this with your Volunteering Supervisor.

Before You Leave

Please do not depart from the premises at the end of your volunteering shift without advising your Volunteer or another member of staff that you are leaving. This is important in ensuring the safety of our volunteers. Each of our venues has its own specific routine for signing in/out of the building, and you will be made aware of this at your induction.