



Volunteer Handbook

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THE NORFOLK ARCHAEOLOGICAL TRUST

The Norfolk Archaeological Trust

The Norfolk Archaeological Trust was founded in 1922 with the purpose of acquiring selected sites within the county of particular archaeological importance which would benefit from sympathetic ownership.

The Trust is a registered charity which derives income from its properties, through rent, and through farming and agri-environmental schemes; from membership subscriptions; and from donations and legacies. The Trust is a small membership organisation with a Director and a volunteer Council.

The Trust currently manages the following sites:

- Binham Priory (precinct and gatehouse)
- Bloodgate Hill fort
- Burgh Castle
- Burnham Norton Friary
- Caistor Roman Town
- Fiddler's Hill barrow
- Filby chapel
- Middleton Mount
- Pykerell's House
- St Benet's Abbey
- Tasburgh enclosure

For more information about the Trust and its work please see www.norfarchtrust.org.uk



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Welcome to volunteering for the Trust

As one of the Norfolk Archaeological Trust's volunteers you are a valued part of the organisation working with other volunteers to create a professional and friendly environment for visitors and fellow volunteers. In return for your time, abilities and energy, we hope to give you opportunities to develop new skills and interests and to make new friends.

The purpose of the handbook is to give you a broader picture of the work of the Norfolk Archaeological Trust and of the role of volunteers. It should help answer some of your questions. Please take time to read through this guide.

The role of Volunteers

Volunteers give their work freely to support the work of the Norfolk Archaeological Trust and are not paid. All volunteers are asked to read and adhere to a Volunteering Agreement which is binding in honour only and is not intended to be a legally binding contract between the Norfolk Archaeological Trust and the volunteer. The Agreement may be cancelled at any time at the discretion of either party and does not create an employment relationship either now or at any time in the future.

In this handbook the word *volunteer* will be used as a generic term to cover all people that give their time freely to help the Trust in its aims.

Volunteer policies

This Handbook contains extracts and summaries of some of the Norfolk Archaeological Trust's policies. These are available to download in full from the Trust's website:

<http://www.norfolkarchtrust.org.uk/volunteering>.

Alternatively, you can request hard copies to be sent to you from the Secretary to the Trust (see contact details at the end of this document).

Volunteer policies include:

- Health and Safety Policy
- Problem solving procedures
- Accident & Dangerous Incident Reporting Policy
- Lone Working Procedure
- Volunteer emergency procedure (for specific sites)



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- Equal Opportunities Policy
- Working with Children, Young People and Vulnerable Adults

All volunteers will be offered relevant induction and training sessions required for the role that they will undertake. If you have any questions or need further advice at any point during your time as a Volunteer please contact the Director, Caroline Davison: carolinedavison@norfarchtrust.org.uk

The Trust recognises that it benefits enormously from the skills and support of volunteers. This continued success is dependent on high levels of trust, respect and co-operation. This Volunteer Handbook contains information on the standards that should be maintained by everyone concerned with the management of Trust sites, and the Trust's policies and procedures for dealing with any issues that arise.

The Handbook is issued to all volunteers as a reference document and also seeks to illustrate the benefits and opportunities of volunteering with the Trust.

We hope that you enjoy your time volunteering for the Trust and that our association will be mutually beneficial!

What it means to be a volunteer for the Norfolk Archaeological Trust

The Trust offers you

- A chance to serve the community
- Meaningful, necessary tasks
- Training related to your Volunteer role
- Opportunities for personal growth and development
- Recognition of a job well done
- Opportunities for new friendships
- A shared stake in the conservation and management of Trust sites
- Mutual respect and reciprocal appreciation of motivation, expertise and interests

To enable you to carry out your volunteer role effectively the Norfolk Archaeological Trust will endeavour to:



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- Provide relevant induction for volunteer roles.
- Provide the training you need to complete the tasks involved in this role.
- Explain the standards we expect for our services and to encourage and support you to achieve and maintain these.
- Provide a named person with whom you can discuss your volunteering role and any successes or problems
- Do our best to help you develop your volunteering role with us.
- Provide adequate training and feedback in support of our Health and Safety Policy.
- Provide the facilities, equipment and back-up services to carry out the role, including safe working conditions.
- Provide adequate insurance cover for volunteers whilst undertaking roles approved and authorised by us.
- Provide an environment which is free from unfair treatment.
- Try to resolve fairly any problems or difficulties you may have while you volunteer with us; and in the event of an unresolved problem, to offer an opportunity to discuss the issues (please see our Problem Solving Procedures).

We ask you to:

- Help the Trust to fulfil its aims and objectives to conserve and manage our sites for all
- Be an active part of the team.
- Take on board the spirit of the Trust's policies, standards and codes of conduct for volunteer roles at our sites.
- Participate in appropriate training programmes
- Endeavour to attend promptly and reliably on any dates and times agreed and let the appropriate contact person know when this is not possible.
- Tell us if you are not comfortable doing a task that has been set for you or if you see any potential problems.
- Serve as goodwill ambassadors for the Trust and its sites



The Trust does not ask its volunteers to take on any responsibility for enforcing rules or legislation at its sites where interaction with an angry or aggressive visitor might threaten your personal safety.

If a visitor has a complaint please refer them to the Director of the Trust.

If you witness illegal activities such as wilful damage to a monument please do not put yourself at risk by approaching the perpetrator, but ensure that you are safe, and then report the incident to the police or other relevant body; and the Trust.

Customer Care

If your Volunteer role involves contact with visitors, you have an important role to play in:

- making visitors feel welcome
- helping visitors get the most out of their visit and answering their questions where possible
- sign-posting visitors to other sources of information when you are unable to help.
- helping to maintain a safe and secure environment for visitors

All volunteers should aim to be:

- approachable and interested
- welcoming and friendly
- patient, tactful and polite
- alert to danger and security risk
- willing to ask for help if you don't know the answer

Effective visitor care means that we treat our visitors as we ourselves would like to be treated. A happy satisfied visitor will return and recommend a visit to all their friends.

If your role involves interaction with visitors it is important that you attend on the days and times that you have agreed so that fellow volunteers and visitors are not let down. If you are unable to attend an event or activity as previously planned please let your designated



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contact know as soon as possible so that they can, if necessary, make alternative arrangements.

Health and Safety

The Health and Safety Policy needs the full co-operation of all volunteers and you are expected to take reasonable care for your own safety and that of others. Every volunteer must:

- Comply with any safety instructions and directions issued by the Norfolk Archaeological Trust regarding their sites
- Take reasonable care for your health and safety and the health and safety of others by observing the Health and Safety rules that apply to you.
- Co-operate with the Trust to ensure that the aims of the Health and Safety Policy are achieved and any duty or requirement imposed on the Trust by or under any of the relevant statutory provisions is complied with.
- Report or co-operate with the investigation of accidents or incidents that have or may lead to injury
- Use equipment or protective clothing where necessary in accordance with the training you have received
- Report any potential risk or hazard or malfunction of equipment to the Director (see Contact Details at end of the document)

Volunteers are asked to read the H&S policy, and you will be asked to confirm that you understand the policy.

If at any point you are unsure of the rules regarding Health and Safety please ask.

A copy of the Trust's Health and Safety Policy, and Risk Assessments for volunteer roles connected to our sites can be obtained from The Norfolk Archaeological Trust website or requested from the Secretary (please see contact details at the end of this document).

Smoking Policy

Smoking is discouraged at Trust sites and volunteers are asked not to smoke when on duty.

Security

If you have a security related concern or see a problem at a Trust site (e.g. vandalism) please report it to the Director of the Trust and, if appropriate, the police.



Equal Opportunities

The Norfolk Archaeological Trust is committed to a policy of equal opportunities for all volunteers and to ensuring within the framework of the law that volunteers carry out their roles in a supportive setting, free from unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, gender (including gender reassignment), marital status, disability, age, sexual orientation and religious or philosophical beliefs.

We are committed to ensuring that all our volunteers are protected from unlawful discrimination. Whilst you are volunteering with us you are expected to conduct yourself in a manner that is not discriminatory. We wish to develop a volunteering environment that will enable disabled people with appropriate skills to seek and maintain voluntary opportunities with us. If you have any additional support needs with your role please discuss this in confidence with the Director. The Trust will do its best to help where possible.

Harassment and Bullying

Harassment and bullying can have a devastating effect on the health, confidence, morale and performance of those affected by them. They can also have a damaging effect on colleagues who are not themselves the object of unwanted behaviour but who are witness to it or have knowledge of the behaviour. All volunteers are entitled to a working environment which respects their personal dignity and which is free from such anti-social conduct. Harassment and bullying by volunteers will be treated as serious incidents under the Volunteer Problem Solving Procedure.

If you feel you have been subject to bullying or harassment while carrying out your volunteer role for the Trust, please contact the appropriate person as set out in the Problem Solving Procedure to discuss the issue in confidence.

Reporting Absence

Although volunteers do not have the contractual arrangements of an employee it would be very helpful for your fellow volunteers if you could follow the procedures below:

- If you are unable to attend on a pre-arranged days, please let the appropriate contact person know as far in advance as possible
- If you have been unable to attend for some time please keep the appropriate contact person informed and let them know when you are ready to return.



Time Sheets

You will be asked to complete time sheets to show us what days you are attending on. These will enable us to:

- Monitor volunteering patterns
- Know if volunteers have a preference for working particular days
- Have information should you require a reference.
- Monitor the success of our volunteering programme and the level of community activity at our sites
- Aid with fundraising

Expenses

Expenses incurred for travel to Trust sites in order to carry out agreed voluntary activities can usually be claimed back from the Trust using the Time Sheet & Expenses form. Claims which are likely to cost more than £10 per month must be agreed with the Trust prior to the activity being undertaken.

Please assist us by completing Time & Expenses sheets on a monthly basis. A copy of the form is available to download from the website:

<http://www.norfarchtrust.org.uk/volunteering>

Problem Solving Procedures

The Norfolk Archaeological Trust hopes that you will find your voluntary work with us both enjoyable and satisfying. Problems are rare and we hope that you will not need to refer the Problem Solving Procedures. However, it is important that you know what to do if you experience a problem and what would happen if there was a problem with your role.

If you have any problems or if there is anything you are worried about please refer to the Problem Solving Procedure to identify the appropriate person (usually the Director) to contact for a discussion about how to solve the issue.

If you decide you no longer wish to volunteer

You are of course free to stop volunteering at any time. However it would be very helpful to your colleagues and to the Trust if you could let people know when you intend to leave.

If you decide it is time to move on please inform the Director. It would be helpful to know your reasons for leaving, so that if there is an obvious issue, the Trust could make



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improvements to ensure a better experience for future volunteers. However, there is no obligation to tell the Trust your reasons for leaving.

Useful contact details

<p>Maureen Kimbley</p> <p>NAT Secretary</p> <p>2 Great Yard The Street Saxthorpe Norwich NR11 7AH</p> <p>email: norfolk.archaeological@gmail.com tel: 01263 587705</p>	<p>Contact Maureen to obtain hard copies of Norfolk Archaeological Trust Policies if you do not have access to the internet.</p>
<p>Caroline Davison</p> <p>Director</p> <p>email: carolinedavison@norfarchtrust.org.uk tel: 01603 462987</p>	<p>Contact Caroline for any general questions, concerns or complaints connected to your volunteer role; or to report any accidents, incidents, or potential risks at Trust sites.</p>

Thank you for volunteering for the Norfolk Archaeological Trust

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