

# THE NATIONAL MUSEUM OF COMPUTING VOLUNTEER POLICY AND APPLICATION FORM



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## 1 INTRODUCTION

- a) This Volunteer Policy seeks to meet the needs of our volunteers and the requirements of The National Museum of Computing. It is relevant to all current and potential volunteers and is an important document for everyone concerned with recruiting, developing and supervising volunteers.
- b) The National Museum of Computing is committed to providing an enjoyable, high quality visitor experience and managing the museum to professional standards.
- c) The assistance of volunteers enables The National Museum of Computing to undertake projects and reach audiences that would otherwise not be possible. They are essential in the delivery of a quality visitor experience and managing our collections.

## 2 DEFINING VOLUNTEERS

- a) A volunteer is someone who offers their time and skills without expectation of financial reward.
- b) Volunteers are a valuable resource who can offer a wide range of skills, life experiences and fresh perspectives. These can be used to complement the skills and experiences of the Trustees and museum management.
- c) The volunteer role is based on mutual trust and understanding. No obligation, contractual or otherwise, will be enforced upon volunteers to attend. However, due to the important role that volunteers have in helping the museum to operate, it is essential that they notify the museum staff if they cannot make an arranged day. This enables the museum to make alternative plans for activities involving volunteers. Failing to notify us can potentially lead to activities being cancelled or the museum being unable to open, disappointing museum users and damaging the museum's reputation.

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### 3 RECRUITMENT

- a) The National Museum of Computing will advertise volunteering opportunities on our own and other websites, as well as utilising other methods, such as attendance at 'Maker Faires', to reach and recruit a diverse range of volunteers.
- b) Potential volunteers are required to complete a short application form (see Appendix 1). This will include at least one reference (two references for those wishing to volunteer with the Learning Team). The application form will allow us to match a volunteer's interests, skills and abilities with a suitable mentor and role. This form must be signed by the volunteer to show they have read and understood this volunteer policy.
- c) A meeting will be arranged between the potential volunteer and any staff or other volunteers responsible for the prospective role. This is an opportunity for both the volunteer and the museum to discuss projects, availability, emergency contacts and agree that the role is mutually beneficial.
- d) On agreeing to the role both the volunteer and a member of museum staff will sign a volunteer agreement (Appendix 2 and Appendix 3). This set out what can be expected from both the volunteer and The National Museum of Computing.
- e) The National Museum of Computing requires that volunteers working with young children and vulnerable adults are interviewed by the Head of Learning, give two references and a declaration of previous criminal convictions. Having a criminal record is not necessarily a barrier to volunteering. We recommend that all volunteers volunteering with the Learning Team register to be STEM Ambassadors, which will entitle them to a free DBS (Disclosure and Barring Service) check.
- f) Volunteering should not affect the right to Income Support, Incapacity Benefit, Employment Support Allowance or Disability Living Allowance. Those on Job Seekers' Allowance are entitled to volunteer if they are actively seeking employment and free to attend an interview with 48 hours' notice. Individuals should, however, notify Jobcentre Plus that they have begun volunteering.
- g) Volunteers from outside the UK must check with the UK Border Agency that they are permitted to volunteer in Britain.

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## **4 SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS**

- a) The National Museum of Computing is committed to safeguarding the welfare of any children, young people or vulnerable adults associated with the museum. This may include visitors, staff and volunteers.
- b) All prospective volunteers who will have substantial contact with children, young people and vulnerable adults, as defined in The Protection of Freedoms Act 2012, are advised to become STEM Ambassadors which will entitle them to a free DBS check. (However, as no volunteers will be left unsupervised with children or young people, this is best practice, not a legal requirement.)
- c) The National Museum of Computing will explain their policy and procedures for child and vulnerable adult protection to those volunteers who will have substantial contact with them.
- d) All volunteers will be required to sign up to The National Museum of Computing's Child Protection and Safeguarding Policy and Vulnerable Adult Safeguarding Policy.

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## 5 EQUALITY, DIVERSITY & ACCESSIBILITY

- a) The acceptance of a volunteer will be made on merit, the sole selection criterion being the individual's suitability to carry out the specified tasks subject to the needs and restrictions of the museum.
- b) We are committed to making The National Museum of Computing, and the volunteer opportunities offered, as accessible as possible. We will discuss access needs that any prospective or existing volunteers may have, to help identify appropriate volunteering opportunities, and ensure the safe and full involvement of volunteers.
- c) The National Museum of Computing is committed to equality and diversity and seeks to recruit volunteers from diverse backgrounds. We respect and value diversity within our workforce. It also helps us understand the needs of our visitors and stakeholders better, allowing us better to plan and provide services that meet their needs.
- d) The National Museum of Computing does not specify a general volunteer upper age limit. We recognise the contribution made by older volunteers through their valuable knowledge and experience. However, we would be irresponsible if we permitted volunteers to continue if this is detrimental to their own or other people's health and safety.
- e) In order to ensure that all volunteers have an enjoyable and valuable volunteering experience, The National Museum of Computing will accept volunteers only over the age of 18, due to the resources requirement to supervise younger volunteers.
- f) The National Museum of Computing is not able to offer volunteers reimbursement for any expenses, including travel expenses, unless agreed in advance with the Museum Director.

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## 6 INDUCTION, TRAINING & COMMUNICATION

- a) The National Museum of Computing recognises that volunteers require satisfying work and the opportunity for personal development. To make this possible, volunteers will be provided with mentoring to ensure they can successfully undertake their role. We will seek to support our volunteers through mentoring and training.
- b) All volunteers will be assigned a mentor, who could be a member of museum staff or another volunteer, depending on the volunteer role to be carried out.
- c) Volunteers will be assigned a project tailored to their role which, upon completion, entitles them to join the Volunteer Association and have access to their wiki and email list.
- d) All volunteers should be given an induction, including:
  - i. Fire Safety Training to allow them to be Fire Wardens (signature required)
  - ii. Child & Vulnerable Adult Safeguarding policies (signature required)
  - iii. Health & Safety policies
  - iv. Procedures or routines relevant to the role the volunteer will undertake.
- e) The museum will communicate with volunteers through email, so all volunteers are required to provide an email address to join the Announce email list.
- f) An informal exit interview will be offered to volunteers leaving us. This is to help us monitor how well we are involving volunteers and to share any learning points.

## 7 HEALTH & SAFETY

- a) The National Museum of Computing has a duty of care to avoid exposing our volunteers to health and safety risks. All volunteers will be made aware of our Health and Safety policy and any practical safety issues as part of their induction.
- b) All volunteer roles will be risk assessed, covering both the tasks involved and the environment in which they will be conducted.

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### 8 COMPLAINTS

- a) The National Museum of Computing aims to treat all volunteers fairly, objectively and consistently.
- b) A volunteer who has a grievance should approach the Museum Director, who will advise the Volunteer Association Committee. It will be the responsibility of the Museum Director and the Volunteer Association Committee together to consider the volunteer's grievance, and act upon it, aiming for a positive and amicable solution where possible.
- c) If someone makes a complaint about a volunteer to the Museum Director, the Museum Director will consider the complaint and its validity, invite the volunteer complained about to respond, and if feasible take any measures to solve it, such as training or changing the tasks of the complainant or the volunteer complained about. However, if, following consultation with the Chair of the Volunteer Association Committee, the Museum Director considers that the complaint is valid and cannot be resolved by taking such measures as mentioned above, the Museum Director will advise the Chair of the Volunteer Association Committee, and inform the volunteer complained about. Following this, the Volunteer Association Committee by majority vote shall decide to expel or to suspend for a defined time the volunteer complained about, and/or take measures which will resolve the complaint.
- d) The Volunteer Association Committee may by majority vote on reasonable grounds expel any volunteer whose conduct renders that person unfit to be a volunteer.
- e) No volunteer shall be expelled without first having been given an opportunity to address the Committee (either in person or in writing).
- f) A volunteer shall, at the discretion of the Committee, be deemed to have resigned as a volunteer if, in the previous twelve months, they have neither volunteered at the museum nor made any other contribution as a volunteer.

### 9 INSURANCE

- a) All volunteers are covered by The National Museum of Computing's insurance policy whilst undertaking voluntary work approved and authorised by the museum.
- b) It is the responsibility of individuals to look after personal possessions.
- c) It is the responsibility of the volunteers to inform their motor insurance company if they are using their car for volunteering activities.

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## 10 DATA, INFORMATION AND INTELLECTUAL PROPERTY PROTECTION

- a) The National Museum of Computing has a data protection policy to ensure that it complies with the Data Protection Act 2018. All personal data relating to volunteers will be held securely, used only for the reasons for which it was collected, and not shared with third parties. If any volunteer has an enquiry in relation to data protection, they should contact the Museum Director in the first instance.
- b) Where volunteers have access to sensitive information, including any information about any individual or organisation working with The National Museum of Computing, they must keep such information confidential.
- c) Volunteers are asked either to assign to The National Museum of Computing any original copyright works specifically relating to the Collections and the museum that they create while volunteering, or to arrange appropriate rights or licensing terms for any such copyright works to the museum in writing, ideally before creation of the work or first use of the work (see Appendix 2).
- d) Volunteers are asked to use copyright works and other material owned by other volunteers or third parties in accordance with agreements in respect of such works with The National Museum of Computing or the owners, and the law.
- e) The principal legislation regarding copyright and other intellectual property rights is the Copyright, Designs and Patents Act 1988 (as amended), and volunteers are asked to take note of any documentation that The National Museum of Computing may produce from time to time regarding copyright that is relevant for their volunteering role.
- f) if you have any queries, please contact the Museum Director, the Learning Programme Director or a Trustee in the first instance, who will be very willing to assist.

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## APPENDIX 1 – VOLUNTEER APPLICATION FORM

Please ensure that one application form is completed per individual. If completing this form by hand, please use BLOCK CAPITALS.

### Section 1: Personal Information

Title	
Forename	
Surname	

Home Telephone Number	
Mobile Telephone Number	
Email Address <i>This is a mandatory field as our primary method of communication with volunteers is via email.</i>	

Address <i>Please include your postcode.</i>	
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Volunteering at The National Museum of Computing is only available to individuals aged eighteen and over. **Please confirm that you belong in this category, by ticking this box:**

Please provide contact details for an emergency contact.

Title	
Forename	
Surname	
Telephone Number	

How did you hear about this Volunteering opportunity?	
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## Section 2: References

References will be taken for all volunteers as part of the recruitment process. Please include the details for at least one referee. This can be a current or former employer or teacher. If you do not have this, a personal reference will be acceptable. If you wish to volunteer for the Learning Team, please provide two references.

Name of Referee	
Relationship to Applicant	
Email Address	
Telephone Number	

Second Reference required for those wishing to join the Learning Team

Name of Referee	
Relationship to Applicant	
Email Address	
Telephone Number	

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**Section 3: Volunteering at The National Museum of Computing**

Please explain why you are applying to volunteer at The National Museum of Computing and what role you are interested in doing?

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## Section 4: Criminal Convictions Declaration

The National Museum of Computing aims to promote equal opportunities for all persons, and welcomes participation from a wide range of individuals.

At the National Museum of Computing, we interact with children and other members of the public, and work with valuable historic artefacts. In order to ensure that we meet our obligations in these respects, we must ask all persons applying to volunteer at The National Museum of Computing to declare any previous criminal convictions, as requested below.

Failure to disclose a criminal conviction, unless it has been spent as described under the Rehabilitation of Offenders Act 1974, may lead to your being required to cease working as a volunteer. If you are subject to any criminal proceedings whilst a volunteer, other than a minor motoring offence such as speeding, please notify the Chair of the Volunteer Association Committee. This Committee will consider whether the situation means that you are deemed unsuitable to continue to be a volunteer.

**1. Have you ever been convicted of any criminal offence or accepted any reprimands; cautions, or Police warnings?**

Yes  No

If yes, please supply details of any such criminal convictions:

**2. Are you a person known to any Social Services department as being an actual or potential risk to Children or Young People?**

Yes  No

If yes, please supply details:

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**3. Have you ever had a disciplinary sanction (from any organisation's governing body) relating to child abuse?**

Yes  No

If yes, please supply details:

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I confirm that the information provided in this application is both truthful and accurate.

Please note: If recruited, you are under no obligation to volunteer for us. We are flexible and adaptable as to your availability, and if you wish to terminate your volunteering with the museum, then all we will require is verbal or written notice.

I authorise the National Museum of Computing to process my personal data taken from this form both manually and electronically as part of the recruitment process and, if appointed, as part of the volunteer record, in accordance with the Data Protection Act 2018 and the museum's Data Protection Policy.

<b>Full name:</b>		<b>Date of Birth:</b>	
<b>Signature:</b>		<b>Date:</b>	

**Please return this Application Form to:**

<a href="mailto:volunteering@tnmoc.org">volunteering@tnmoc.org</a>	Operations The National Museum of Computing Block H, Bletchley Park, Sherwood Drive Milton Keynes MK3 6EB
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Please note: Please be aware that our volunteer application administration is handled by a volunteer, so while we endeavour to deal with your request within a week, this may not always be possible. Please do not think we have rejected or forgotten you because of any delay.

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**APPENDIX 2 – VOLUNTEER AGREEMENT ON COPYRIGHT WORKS**

Copyright applies to original works which may be in writing, illustrations, graphic, artistic, photographic, audio-visual, software, web content, databases, digital, software, web content or databases, adaptations and other derivative work, etc.

- a) Volunteers are asked either to assign to The National Museum of Computing copyright in any original copyright works specifically relating to the Collections and the museum that they create while volunteering, or to arrange appropriate rights or licensing terms for any such copyright works to the museum in writing (ideally before creation of the work or first use of the work).
- b) Volunteers are asked to use copyright works and other material owned by other volunteers or third parties in accordance with agreements in respect of such works with the museum or the owners, and the law.

I agree to assign copyright to The National Museum of Computing of all original copyright work specifically relating to the Collections and the museum created while volunteering, or to arrange appropriate rights or licensing terms for any such copyright works to the museum in writing.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## APPENDIX 3 – VOLUNTEER AGREEMENT

Volunteers are an important and valued part of The National Museum of Computing. We hope that you enjoy volunteering with us and feel completely part of our team.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them. This agreement forms part of The National Museum of Computing's Volunteer Policy and Application Form. Please also refer to the Volunteer Handbook.

We, The National Museum of Computing, will do our best:

- to introduce you to how the organisation works and your role in it, and to provide any mentoring or training you need;
- to provide a point of contact so that you can tell us if you are happy with how your tasks are organised and get feedback from us;
- to respect your skills, dignity and individual wishes and to do our best to meet them;
- to consult with you and keep you informed of possible changes;
- to provide a safe workplace;
- to apply our equal opportunities policy;
- to apply our complaints procedure if there is any problem.

I, (the volunteer), agree to do my best:

- to work reliably to the best of my ability, make a regular commitment to the museum and to give as much warning as possible whenever I cannot work when expected;
- to comply with the requirements of the Volunteer Association Constitution and its associated Code of Conduct;
- to follow The National Museum of Computing's rules and procedures, including health and safety, equal opportunities and confidentiality.

Note: this Volunteer agreement is not a legally binding contract of employment.

Volunteer Name:	
Volunteer Signature:	
On behalf of The National Museum of Computing Name:	
Signature:	
Date:	