



# The National Museum of Computing

Volunteer Policy

# 1 INTRODUCTION

---

- i. 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.
- ii. The National Museum of Computing is committed to providing an enjoyable, high quality visitor experience and managing the museum to professional standards.
- iii. 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

---

- i. A volunteer is someone who offers their time and skills without expectation of financial reward.
- ii. 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.
- iii. The volunteer role is based on mutual trust and understanding. No enforceable 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 visitors and damaging the museum's reputation.

# 3 RECRUITMENT

---

- i. 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 Fairs to reach and recruit a diverse range of volunteers.
- ii. 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 volunteers' interests, skills and abilities to a suitable mentor and role. This form must be signed by the volunteer to show they have read and understood this volunteer policy.
- iii. A meeting will be arranged between the potential volunteer and any staff or other volunteer(s) 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.

- iv. On agreeing to the role both the volunteer and a member of museum staff will sign a volunteer agreement (Appendix 3). This is not a legally binding contract but sets out what can be expected from both the volunteer and The National Museum of Computing.
- v. 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 (spent and unspent). 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 check.
- vi. 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.
- vii. Volunteers from outside of the European Union's 2005 boundary must check with the UK Border Agency that their visa permits volunteering in Britain.

## 4 SAFEGUARDING CHILDREN, YOUNG PEOPLE & VULNERABLE ADULTS

---

- i. The National Museum of Computing is committed to safeguarding the welfare of any children, young people or vulnerable adults associated with the museum. This includes visitors, staff and volunteers.
- ii. 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.
- iii. The National Museum of Computing will explain their policy and procedures for child and vulnerable adult protection.
- iv. 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.

## 5 EQUALITY, DIVERSITY & ACCESSIBILITY

---

- i. 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.
- ii. We are committed to making The National Museum of Computing, and the volunteer opportunities offered, as accessible as possible. We will discuss access needs any prospective or existing volunteers may have to help identify appropriate volunteering opportunities, and ensure their safe and full involvement.
- iii. 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 helps us understand the needs of our visitors and stakeholders better, allowing us to better plan and provide services that meet their needs.
- iv. 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.
- v. In order to ensure all volunteers have an enjoyable and valuable volunteering experience The National Museum of Computing will only accept volunteers over the age of 18, due to the resources required to supervise younger volunteers.
- vi. The National Museum of Computing is not able to offer volunteers reimbursement for any expenses, including travel expenses, unless agreed in advance with the Operations Director.

## 6 INDUCTION, TRAINING & COMMUNICATION

---

- i. 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.
- ii. 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.
- iii. Volunteers will be assigned a project tailored to their role which, upon completion, entitles them to join the 'Volunteer Supporters Association (of the The National Museum of Computing at Bletchley Park)' (VSA) and have access to their wiki and email list. Please note the VSA is a separate legal entity to The National Museum of Computing with its own constitution and committee.
- iv. All volunteers should be given an induction including:

- a. Fire Safety Training to allow them to be Fire Wardens (signature required)
  - b. Child & Vulnerable Adult Safeguarding policies (signature required)
  - c. Health & Safety policies
  - d. Procedures or routines relevant to the role the volunteer will undertake
- v. The museum will communicate with volunteers through email so all volunteers are required to provide an email address to join the Announce email list.
- vi. An informal exit interview will be offered to volunteers leaving us. This is to help us monitor how well we are involving volunteers and share any learning points.

## 7 HEALTH & SAFETY

---

- i. 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.
- ii. All volunteer roles will be risk assessed, covering both the tasks involved and environment in which they will be conducted.

## 8 COMPLAINTS

---

- i. The National Museum of Computing aims to treat all volunteers fairly, objectively and consistently.
- ii. In the event of a grievance raised by a volunteer about another volunteer they should approach the Chair of the VSA Committee in the first instance. It will be their responsibility to ensure that the volunteer's views are heard, noted and acted upon promptly and will aim for a positive and amicable solution. If this cannot be achieved within the forum of the VSA it should be raised to the Operations Director.
- iii. In the event of a grievance raised by a volunteer in any other context they should approach the Operations Director. It will be their responsibility to ensure that the volunteer's views are heard, noted and acted upon promptly and will aim for a positive and amicable solution.
- iv. If someone makes a complaint about a volunteer to the Operations Director they should look at the reasons, and any measures which may be taken to solve the problem, such as training or changing the volunteer's tasks.
- v. If, following consultation with the Chair of the VSA Committee, the Operations Director feels that the situation is so serious that it cannot be rectified, the volunteer's activities should be suspended. The Operations Director should meet with the volunteer as soon as possible to outline the reasons for concern and explain that their involvement with the museum must end. There should be written confirmation of this.

## 9 INSURANCE

---

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

## 10 INFORMATION PROTECTION

---

- i. The National Museum of Computing has a data protection policy to ensure it complies with the Data Protection Act 1998. As a result all data relating to volunteers will be held securely. It will be used only for the reasons for which it was collected, and not shared with third parties.
- ii. Volunteers will be advised of the need for confidentiality where they have access to sensitive information. This includes any information about any individual or organisation working with The National Museum of Computing.
- iii. Volunteers will be expected to donate to The National Museum of Computing any original copyright works they may produce while volunteering and will be asked to sign a copyright agreement (see Appendix 2).

## 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 post code.</i>	
--	--

Volunteering at The National Museum of Computing is only available to individuals aged eighteen and over. Please confirm that you fall into 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?	
---	--

## 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 Reference	
Email Address	
Telephone Number	

Second Reference required for those wishing to join the Learning Team

Name of Referee	
Relationship to Reference	
Email Address	
Telephone Number	

## 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?

If you wish to attach a CV for additional background please do so.  
If needed please use addition pages.



#### 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, including those with previous criminal convictions.

In order to ensure that we meet our obligations in the protection of children, young people, and vulnerable adults, we must ask all persons applying to volunteer at The National Museum of Computing to declare any previous criminal convictions.

Due to the nature of the work conducted by The National Museum of Computing, all positions (whether voluntary or otherwise) are classed as non-exempted occupations for the purposes of the Rehabilitation of Offenders Act 1974 (as amended by the Rehabilitation of Offenders Act 1975). As such, all 'unspent' convictions must be declared.

<b>1. Have you ever been convicted of any criminal offence or accepted any reprimands; cautions, or Police warnings?</b>
--

Yes <input type="checkbox"/> No <input type="checkbox"/>
--

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

<b>2. Are you a person known to any Social Services department as being an actual or potential risk to Children or Young People?</b>
--

Yes <input type="checkbox"/> No <input type="checkbox"/>
--

If yes, please supply details:
--------------------------------

<b>3. Have you ever had a disciplinary sanction (from any organisation's governing body) relating to child abuse?</b>
---

Yes <input type="checkbox"/> No <input type="checkbox"/>
--

If yes, please supply details:
--------------------------------

I confirm that the information provided in this application is both truthful and accurate. If recruited, you are under no obligation to volunteer for us. We are flexible and adaptable 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 employment record in accordance with the Data Protection Act 1998 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 MK3 6EB
--	---

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 this delay.

## APPENDIX 2 – VOLUNTEER AGREEMENT TO TRANSFER COPYRIGHT



Individuals are asked to transfer to The National Museum of Computing copyright for any photographic, filmed, digital or written material they create during their volunteering role. Transferring the copyright to The National Museum of Computing is important as it allows the valuable contribution of volunteers to be accessed by museum staff, researchers and service users.

The volunteer's attention is drawn to legislation regarding copyright (see the amended Copyright, Designs and Patents Act 1988).

I hereby to assign to CodesandCiphers Heritage Trust (a company limited by guarantee in England and Wales under company number 05407952 trading as The National Museum of Computing) with full title guarantee all copyright and other rights of a similar nature in any photographic, filmed, digital, written or other material which exist as at today's date or are created by me at any time in the future and in each case were or will be created in the course of my volunteering role to The National Museum of Computing .

I hereby waive absolutely all moral rights arising under the Copyright, Designs and Patents Act 1988 or any successor thereto arising in relation to any copyright works assigned to The National Museum of Computing hereunder.

I undertake at the expense of The National Museum of Computing to execute such documents and perform such acts as may be reasonably required by The National Museum of Computing for the purpose of giving full effect to this assignment.

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

### 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 a full 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 is within the framework of The National Museum of Computing's Volunteer Policy.

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 follow The National Museum of Computing's rules and procedures, including health and safety, equal opportunities and confidentiality.

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment.

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