



**The National  
Youth Brass Band  
of Great Britain**

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**Volunteer Policy (NYBBGB-P013)**

**Mission:**

The National Youth Brass Band of Great Britain (NYBBGB) is the UK's leading brass band charity for children and young people. We exist to give the brightest young brass and percussion musicians the opportunity to develop their musicianship, play together and inspire others.

**Why Include Volunteers?**

The NYBBGB recognises that volunteers play a vital role within our organisation and that their contribution enables us to achieve more. We want to ensure that there are good working relationships between paid staff and volunteers, and that volunteers are well supported.

- We wish to encourage the involvement of alumni as volunteers to help deliver our services.
- We need people from all walks of life and all communities, who can bring their different skills and experiences to our work
- Volunteers bring a different perspective to the organisation, often reflecting the views of the local community
- Volunteers can also help to extend the services we are able to offer.

**Who is a volunteer?**

A volunteer is any individual who undertakes unpaid activities on behalf of the NYBBGB of their own free choice.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities may include:

- Being part of our board of trustees
- Researching our history and developing our archive
- Supporting fundraising or awareness raising events
- Involvement in direct delivery of our services and projects

**Roles and Responsibilities**

Each volunteer will be supported and supervised by a designated member of staff within the organisation. The designated staff member will provide guidance, support and supervision to the volunteer to ensure that the volunteering experience is a positive and rewarding one.



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The volunteer role is based on trust and mutual understanding. There is no contractual obligation for the volunteer to attend or to undertake particular tasks. However, there is a presumption of mutual support and reliability and a reciprocal set of expectations:

Volunteers can expect:

- To have clear information about what is and is not expected of them
- To receive adequate support and training
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for reasonable expenses
- To have opportunities for personal development
- To be recognised and appreciated
- To be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- To know what to do if something goes wrong

The organisation expects volunteers:

- To be reliable, open and honest
- To uphold the organisation's values and comply with organisational policies (data protection, health and safety, equality etc)
- To contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- To carry out tasks within agreed guidelines

### **Recruitment**

Recruitment will usually involve an expression of interest in volunteering and informal interview. Some roles may be advertised and require further checks such as the taking up of references or DBS checks which will be undertaken in accordance with the latest guidance.

Equal opportunities principles will be adhered to when recruiting volunteers and we will record diversity monitoring information for our Equality Policy.

We will draw up role descriptions for volunteer roles. Where it is reasonable to do so we will be flexible with the tasks within role descriptions.

### **Induction and Training**

Volunteers will receive a full induction which will include:

- 1) An introduction to other volunteers, trustees and staff members
- 2) A copy of policies in respect of Health and Safety, Equality, Data Protection, Safeguarding and Child Protection, and Expenses.
- 3) Instruction in how to claim authorised volunteer expenses



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- 4) Health and Safety procedures including verbal instruction regarding the Fire Evacuation Procedure for any in-person activities
- 5) Housekeeping for any in-person activities e.g. use of kitchen, location of toilets
- 6) Access to any necessary IT systems will be made available as appropriate to the volunteer role (and will be specified on role descriptions). These could include access to online filing, databases and email accounts.
- 7) In general, training will be provided by the volunteer's supervisor in an 'on the job' basis, but some roles may require formal training – e.g. in safeguarding issues.

### **Recognition**

Volunteers will be given the opportunity to share their views and opinions of their experiences of volunteering with us. We will also recognise their contribution through social media, during Volunteers' Week and through the use of certificates, newsletters and by saying thank you.

### **Confidentiality**

All volunteers are bound by the same requirements for confidentiality as staff, as laid down in any NYBBGB policy or by verbal instruction from a member of staff. Volunteers who will have access to confidential information will be asked to sign a volunteer agreement which covers confidentiality. Breach of confidentiality is taken very seriously and may result in us asking the volunteer to leave.

We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only staff who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission.

### **Expenses**

It is the policy of the NYBBGB to reimburse relevant volunteers expenses against the production of receipts or proof of travel payments. Travel expenses (mileage or second-class public transport) will be made upon production of a statement detailing the relevant journey and / or receipt. All volunteer expenses must be agreed in advance with a member of the NYBBGB Leadership Team.

### **Complaints Procedure**

The NYBBGB acknowledges that sometimes problems do arise. In the first instance, any volunteer with a complaint or concern should bring it up with a member of the NYBBGB Leadership Team. If the issue cannot be resolved by informal discussion, then it can be taken up formally through the complaints procedure. Volunteers will be made aware of the policy during the induction period.

### **Health and Safety**



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We appreciate that all staff and volunteers have the right to work and volunteer in a safe environment. Therefore, all staff and volunteers must carry out their duties in line with the NYBBGB Health and Safety Policy whilst engaged in their work/volunteering activity.

Volunteers are covered by the NYBBGB's Public Liability Insurance but if they wish to use their car to carry out any aspect of their volunteering role, the onus is on the volunteer to notify their insurance company to ensure that they are covered on their vehicle insurance.

**Diversity and inclusion**

All volunteers will be expected to have an understanding and commitment to equal opportunities and diversity and should therefore ensure that they have read the NYBBGB's Equality Policy. Volunteers are expected to comply with this policy at all times. Volunteers may also request training in respect of diversity issues if they feel that would assist them in their volunteering role.

The NYBBGB strives to ensure equality of opportunity to ensure that individuals are given equal access to information, services etc and requires all staff and volunteers to follow these principles. We will endeavour to provide extra support and make reasonable adjustments, if needed, for volunteers with additional needs including disability, language or mental health.

**February 2022**