

Volunteer Agreement

This Volunteer Agreement outlines our relationships with our volunteers, and the commitments that we make to each other ensure that your volunteer experience is enjoyable and rewarding. We appreciate the time and commitment that our volunteers continually give, and thank you for your support. **Please note, for licensing reasons the minimum age requirement to become a Volunteer is 18.**

Here is what you can expect from Warwick Arts Centre:

- A warm welcome and inclusion into our stewarding community
- Expanding your curious mind with fantastic cultural experiences
- Opportunities to see selected shows and films
- A thorough induction and continued training to ensure you have the skills and knowledge to succeed as a volunteer. Ongoing training offers our volunteers the opportunity for personal development as well
- Our Volunteer Co-ordinator, and Front of House management team will work with our volunteers to ensure you are continually offered professional and supportive guidance within your volunteering role
- Flexible volunteering schedule to fit around your personal life (with an online sign up rota system)
- Monthly stewarding community newsletter titled "THE STEWS"
- Social events organised by Warwick Arts Centre as an opportunity to meet and converse with all of the stewarding team, with refreshments provided
- 'Drop In' sessions, as part of our open door ethos to support our team
- You can claim reasonable travel expenses incurred by you during your shift (up to £5.00)

Here is what Warwick Arts Centre can expect from you:

- To deliver the tasks and duties as outlined in the Role Description to the best of your ability (e.g. checking tickets, assisting visitors, ensuring safe environment, prepping stock etc)
- Acting according in relation to treating everyone fairly, speaking and behaving with respect and recognising the needs of individuals
- To consistently deliver excellent customer service, including our "SPARKLE" model to all Warwick Arts Centre visitors
- To attend a briefings and debriefs with the Duty Manager, Head Steward or Operations Assistant at the start and end of each shift
- To engage with our visitors and build positive relationships to encourage them to return to the Arts Centre
- To promote and comply with Warwick Arts Centre policies on equal opportunities, dress code and health and safety, both in the delivery of service and in the treatment of others.
- To represent Warwick Arts Centre and the Front of House team in a positive way at all times
- To help with enforcing licensing rules, including making all relevant safety checks and carrying out evacuation procedures when required
- To assist the wider front of house team in ad hoc duties and tasks
- To commit to stewarding requirement and shifts as outlined in the role description to support the operational efficiency of the Front of House team
- To attend training sessions as required
- To understand and embody Warwick Arts Centre's brand values, missions and visions

This agreement is not intended to be a legally binding contract between us, and neither of us intends any employment relationship to be created now or in the future. If either party feels that the agreement is no longer mutually beneficial, the agreement will be reviewed, and after a discussion, may be brought to an end.

Our Values and Visions

We believe the arts are a place we can all meet.

Find common ground

We're on a mission to make sure the extraordinary mix of arts we share is matched by the extraordinary mix of people who share it with us

Break a few eggs

We're passionate about the arts because we've felt how powerful they are. We want to get that amazing power out there into more people's hands and hearts. To do that, we have to be brave. We have to be ready to do things differently. Knock down barriers, burst bubbles, question traditions, rework, reframe, reimagine, uncover, unlock, unleash. If we really care about sharing the arts with more people, we have to stand up and be counted.

Go on journeys

Like all the best things in life, the journey is what counts. And everyone's journey is different. We all come to the arts and to the meanings that matter to us from different places, at different times and in different ways. We're here to inspire you to take more trips to new places, maybe for the first time. We know the arts we share are just the beginning. The experience you have before, during and after, the stories you tell and the memories you make are everything.

Our Commitments

Equality, Diversity & Inclusion

We aim to create a culture which effectively incorporates differences without eliminating them and in which people flourish individually and unite as a high performing team.

As a department of the University our Equality, Diversity & Inclusion (EDI) strategy reflects the social inclusion strategy of the University of Warwick, which aims to remove the economic, social and cultural barriers that have prevented people from working, studying and succeeding.

Its objectives are as follows:

- Increase the diversity of the University of Warwick's staff and students to maximise the creativity and innovation of its talent
- Develop a culture that supports students and staff in achieving their potential
- Become an internationally recognised leader in inclusion.

Our ambition is to create a sense of inclusion and belonging for under-served communities through increasing equality of access, opportunity and participation, so that local artists and communities tell us we are relevant.

Environmental Sustainability

We recognise that we are facing a climate change emergency and that the ambition to reduce emissions to net zero needs to be accelerated and achieved before 2030.

We are aware that through our activities, we influence the environment and contribute to climate change, and we believe that we have a responsibility to work to reduce this impact and minimise our contribution.

There are significant challenges for us in addressing these issues which will require us to tackle our patterns of creativity, consumption, and travel; however, we will continually seek ways to take positive action.

Our ambition is to become leaders in our community for advancing environmental sustainability. We aim to achieve our ambition by:

- Being lean (use less), being clean (service systems), and being green (renewables)
- Making 'working sustainably' at the heart of our planning for everything we do
- Managing and reviewing our emissions (direct and indirect)
- Measuring outcomes, recording results, and sharing best practise and lessons learnt with our peer group
- Creating partnerships where possible to offer positive alternatives to combat climate change

Other Policies

There are other policies which volunteers have access to and may find useful to read and refer to from time to time.

- Building & Fire
- Expenses
- Health and Safety
- Lost Child
- Manual Handling
- Radio
- Safeguarding
- Severe Weather
- Sickness and Absence
- Social Media
- Uniform

We are continuously developing our Volunteer programme, and rely on support and feedback from Volunteers to make this agreement as mutually beneficial as possible.

The Volunteer Agreement accompanies the Volunteer Role Description and Volunteer Handbook.