



LISKEARD AND DISTRICT MUSEUM – VOLUNTEER POLICY

LISKEARD TOWN COUNCIL OWN AND MANAGE LISKEARD AND DISTRICT MUSEUM

*This document and the associated policy, procedures and guidance
provide a framework for the involvement of volunteers.*

LISKEARD AND DISTRICT MUSEUM'S MISSION

To serve our local community, by collecting, preserving and sharing the artefacts, documents and material of Liskeard and District in a manner that is responsible, educational and appealing for all ages.

We are responsible custodians of all things Liskeard and local area related. We work closely with our local community, collaborate with other local establishments and strive to positively represent Liskeard's past, present, and future. We spark curiosity in visitors of all ages. We provide resources for research and make all enquirers feel welcome in an organised and easily obtainable facility.

DEFINITION OF VOLUNTEERING

Liskeard and District Museum and Liskeard Town Council embrace the National Council for Volunteering Organisations' (NCVO) definition of volunteering:

'Volunteering is defined as when someone spends unpaid time doing something to benefit others, which can include helping the environment or supporting charities. It can be formal, organized by organizations, or informal within communities. Volunteering is a free choice made by individuals, and it is important to distinguish it from paid employment, as volunteers do not have a contract of employment and are not entitled to statutory benefits'. (NCVO)

BENEFITS OF VOLUNTEERING

Liskeard and District Museum offers a sense of place and unique experience of volunteering. The quotes below from existing Museum volunteers indicate benefits to wellbeing (August 2025):

'Using skills I had forgotten.'

'Being acknowledged by peers that I am giving into Liskeard having recently moved in.'

'Finding purpose to my days.'

'A volunteer at the museum is part of a diverse team who share knowledge skills and ideas.'

'Becoming a part of a caring community that wishes to preserve the past, bring meaning to the present, and positive change the future.'

'Being a volunteer is about being part of a like-minded community. Fun, new skills, learning, making a difference.'

VOLUNTEERS' INVOLVEMENT

Liskeard & District Museum, its audiences and communities, have benefited considerably from the support of volunteers over the years and recognise the value that volunteering brings to the organisation and those who visit the Museum. Volunteers are a vital resource for the museum and Liskeard Town Council wishes to foster a mutually beneficial environment where both parties gain from the relationship; with the volunteers' involvement informing and developing our work, and our services enabling individuals to learn new skills, strengthen ties to the local community, feel a sense of purpose and enjoyment.

Volunteers play a valuable role in supporting our museum's mission, working alongside staff to enhance our programmes and services without replacing or diminishing the roles of paid team members.

At Liskeard & District Museum, volunteers can get involved in a variety of ways. As of September 2026, the minimum age of volunteers is 15 years old and there is no upper limit. Volunteers under 18 years old will require parental/guardian consent. The museum also welcomes work experience and student placements.

Our current list of roles includes:

- Museum Management Team
- Housekeeping & Environmental
- Collections (incl. Collections Digitisation)
- Research
- Equity, Diversity, Inclusion
- Handyperson
- Exhibitions
- Digital Enhancement
- Communications and Engagement
- Learning
- Fundraising
- Museum Host
- Governance and Accreditation Support

Please see: Volunteer role descriptions

Volunteers understand and accept that Liskeard & District Museum is not under an obligation to provide guaranteed volumes or types of work and volunteers are not required to make any minimum

commitment to carry out certain volumes of work. The Museum hopes that mutually satisfactory arrangements can be reached.

2. Recruitment and Selection

The Museum will adhere to Liskeard Town Council's Equality and Diversity policy when recruiting and selecting volunteers. All potential volunteers will be asked to complete a volunteers' application/registration form. If assistance is needed for access reasons, Museum Manager will offer support. Printed copies are available at the museum. *Please see: Volunteer Application Form ('standard' and 'under 18s').*

The Museum Manager will review all submitted volunteer applications and invite suitable candidates to attend a museum induction session. This session will be led by the Manager or a senior volunteer. Where appropriate, the volunteer's initial role description, working pattern, and any required paperwork or training materials will be provided. A volunteer agreement will be signed at the conclusion of the induction, which outlines what is expected when joining the Museum team, and what the Museum expects of volunteers. *Please see: Volunteer Agreement.*

Each volunteer role will have a written description outlining key tasks, anticipated time commitment (which varies depending on the role or project), required skills, and the support or training available. Volunteers will have the opportunity to explore different roles if their interests or circumstances change.

All volunteers will be required to provide 2 references. Some roles may require Criminal Records Checks; this will be highlighted as part of the recruitment process.

The Museum uses Three Rings, an online volunteering system, to manage the rotas. The system gives the volunteers the flexibility to sign up for their shifts remotely and decide on the commitment monthly. New volunteers will be asked to give permission to share their email address within the museum team, and the Liskeard Tourist Information Centre, to allow for easy communication within the team. An alternative email address can be set up with Museum Manager's assistance if the volunteer doesn't wish to share their personal email address.

Volunteers who are unable to attend their scheduled rota due to health issues, appointments, holidays or other commitments should inform Museum Manager as soon as possible so that appropriate cover can be arranged.

Where volunteers are not recruited into a role, they may be signposted to another volunteering agency.

3. Support and Supervision

All volunteers will have an induction to their volunteering which will involve an overview of the Museum, relevant policies and procedures and where to find them. Following Induction, volunteers will have regular support and supervision meetings with Museum Manager or senior volunteers, to identify areas for development, or to raise and discuss any concerns. In addition to this, every year, Museum Manager will invite volunteers to a one-to-one check-in meeting. A record of all discussions will be held as part of the individual volunteer's records. Volunteers can have access to their records at any time.

Volunteers can access learning and development opportunities which are relevant to their role throughout their time with Liskeard and District Museum. For example, thanks to the Museum's accredited status, free of charge training is regularly available through Museum Development South West.

All volunteers are covered under Liskeard Town Council's Public Liability Insurance.

EXPENSES

Volunteers may claim reimbursement for reasonable out-of-pocket expenses incurred while volunteering. This includes travel to and from the museum, travel undertaken for museum-related activities, and any pre-approved resource expenses. Valid receipts will need to be presented.

All volunteers will be sent a digital copy of the expenses form following their induction. Hard copies will be available in the museum office. If assistance is needed for access reasons, Museum Manager will offer support.

Where appropriate, small pre-authorised purchases may be made using the Museum's petty cash. The petty cash float is held by the Museum Manager, who must approve all purchases in advance. Receipts must be submitted to the Museum Manager, and the petty cash float is replenished by Liskeard Town Council. *Please see: Petty Cash Procedure & Volunteer Expenses Procedure*

MUSEUM'S RESPONSIBILITIES AND COMMITMENTS

Liskeard Town Council and Liskeard and District Museum are committed to ensuring that volunteering opportunities are accessible, inclusive, and welcoming to all. We recognize that volunteers may have diverse needs, abilities, and circumstances, and where possible, we will make adjustments to enable everyone to contribute as fully as possible

Our key responsibilities include:

- Consideration for volunteers' health, safety and welfare (minimal lone volunteering, Health & Safety training, regular check-ins with Museum Manager).
- Personal data to be managed securely in compliance with the Data Protection Act GDPR and will be used only to contact the volunteers about their work at the Museum. It will not be shared with third parties unless you give us permission (please see 2. Recruitment and Selection)
- Ensuring that the museum environment is as safe and accessible as possible, including physical access, facilities, and equipment;
- Offering training, guidance, and information in formats that are accessible;
- Fair and respectful treatment;
- Providing regular opportunities to share ideas/concerns with a named contact
- Regularly updated policies and procedures.

We are also committed to:

- A full induction to the museum, ongoing support and training refreshers.

- Providing clear role descriptions, outlining tasks, expected time commitments and skills needed
- Encouraging open communication;
- Creativity with making our roles flexible.

SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

Volunteers likely to be in regular contact with children or vulnerable adults will be required to undergo a Criminal Record Check. This information will be confidential.

Safeguarding information will form a part of the induction programme for any volunteers working with children or vulnerable adults.

PROBLEM SOLVING

Where a concern is highlighted – either by a volunteer or about a volunteer, this will be dealt with in accordance with the Volunteer Problem Solving Procedure. *Please see: Problem Solving Procedure.*

RECOGNITION AND REWARD

Liskeard and District Museum couldn't operate without the help of our dedicated team of volunteers. To acknowledge this, we will take every opportunity to say: 'thank you' and show appreciation of their work. We will praise achievements of our team of volunteers and plan for fun opportunities, such as funded annual group trips, social lunches, and more, to indicate our gratitude.

RESPONSIBILITY

Implementation and adherence to this policy is the responsibility of all staff and volunteers within the organisation.

Date of next review: September 2027

Below is a list of Museum's and Liskeard Town Council's documents and policies this Volunteer Policy relates to and work with:

- Volunteer Agreement
- Volunteer Role Descriptions
- Equality and Diversity Policy
- Safeguarding Policy
- Volunteer Expenses Procedure
- Problem Solving Procedure
- Health and Safety Policy statement and handbook
- IT Policy
- Criminal Records Checks Policy