

Volunteer Policy

Introduction

Volunteers (also known as Miracle Workers) are at the heart of Miracle Theatre's live events, empowering us to deliver our theatre programme to a higher standard, and enabling us to reach greater audience numbers.

We see volunteers as a key part of our Front of House provision at events, but we also support volunteers to gain new skills and experiences, and to use their passion and unique skillsets to promote the work of Miracle Theatre to a wider audience.

Who is this policy for?

This policy is for anyone who is currently a volunteer for Miracle Theatre or interested in becoming one. It is also for our staff and partners, to understand how we work with volunteers in our organisation.

Our Volunteer Contract

What can we expect from volunteers?

- Take a friendly, customer service centric approach
- Be kind, considerate and supportive to visitors and the team
- Self-management and happy to set up and pack away as required
- Able to enhance the experience for visitors and touring crew alike
- Interest in and enthusiasm for Miracle Theatre's work as a charity

What can you expect from us?

- A welcoming volunteer environment
- Resources and tools needed to complete the role
- Training and ongoing support
- An annual volunteer celebration event
- Annual volunteer awards

Recruitment

Miracle Theatre welcomes volunteers from all areas of the community. We will use appropriate means to advertise for volunteers, which take into account the principles of our Equality, Diversity & Inclusion Policy. We actively recruit members of the public at our live events, on community noticeboards, or through our online channels. We also work with volunteer organisations, schools, and universities in Cornwall and the South West to signpost potential volunteers to Miracle Theatre, and we share our voluntary opportunities with industry professionals who are in contact with Miracle Theatre.

Prospective volunteers should complete the online form on our website or connect directly with the Volunteer Coordinator, to begin their induction.

Applicants will be informally interviewed and when required, a DBS check will be completed.

We do not accept applications from volunteers under the age of 14. Any applicants aged 14-15 years old must submit an application and their parent/guardian must also submit an application and be present as a volunteer on the day. Alternatively, please visit the Work Experience section of our website to enquire about work placements.

Induction and Training

Miracle Theatre provides ongoing training and development opportunities to help you grow in your role and further your career.

There will be an induction session delivered by the Miracle Theatre team. This will include:

- The role of the volunteer
- An introduction to other staff and volunteers
- Access to all relevant policies such as Health and Safety and Code of Conduct
- Any relevant Safeguarding training
- Induction to the role, and any relevant training
- Role description and volunteer agreement

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All volunteers can claim up to £5 a day to cover out-of-pocket expenses, including travel and meals. In order to claim expenses, an expenses form must be completed and returned to the main office with relevant receipts.

Dress code

At Miracle Theatre events, we request that all volunteers dress appropriately for the weather and conditions; for example, sturdy footwear, sun hats, waterproof layers, thermals, etc. Miracle Theatre will provide a t-shirt (or lanyard if preferred) which must be returned to a member of staff at the end of the shift.

Support

Our team will offer support to our volunteers throughout. There will be a briefing/induction at the beginning and a debrief at the end. Our staff are happy to book in additional meetings with volunteers to discuss any problems or issues that may arise.

Health and Safety

All employees and other users of Miracle Theatre premises have a responsibility to ensure their own health and safety and the health and safety of others. All reasonable steps must be taken to ensure that this responsibility is discharged. Employees and other users of Miracle premises are expected to cooperate with Miracle Theatre on health and safety matters, not to interfere with anything provided to safeguard their health and safety, and to report all health and safety concerns to the appropriate person.

Miracle Theatre will include volunteers in our risk assessments, to identify significant risks and implement effective control measures. We will provide the same level of protection to volunteers where they carry out similar activities and are exposed to the same level of risk as employees.

Please ask to see a copy of our full Health and Safety policy.

Reporting

If you witness or experience any injuries or incidents, please notify a member of staff as soon as possible.

If you would like to raise any other issues or concerns, please contact the Volunteer Coordinator as soon as possible.

Insurance

By signing an agreement all volunteers are covered by our Employer's Liability Insurance. Signed Agreements agreement between Miracle Theatre and the volunteer is entirely voluntary and does not imply any contract. Both parties are able to end the volunteer agreement at any time without notice.

Safeguarding

If there are **any** safeguarding concerns, the concerns must be reported to the Designated Safeguarding Person, or in their absence the Deputy Designated Safeguarding Person.

DSP – Julia Knight-Bennett

DDSP – Annie Ukleja

If there is serious concern and people are in danger, call the Police.

It's important to remember that safeguarding is not just focused on children, but also vulnerable adults.

Please ask to see our full Safeguarding policy.

Data protection

Miracle Theatre's Privacy Policy is open to view on our website
<https://miracletheatre.co.uk/privacy-policy/>

Providing a reference

Where possible, we will be happy to provide a reference for future employment, voluntary, or academic applications. Please allow a minimum of 2 weeks' notice for the reference to be provided.

Awards and Volunteer events

We love to celebrate our volunteers! The annual Volunteer Awards will celebrate those who have gone the extra mile for Miracle Theatre, in their role as a Miracle Worker, and for special recognition of skills or commitment. We also hold one-off Volunteer events, where regular and new starter volunteers can meet each other and find out more about different roles.

Contacts

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