

NATIONAL BOTANIC GARDEN OF WALES

GARDD FOTANEG GENEDLAETHOL CYMRU

Polisi Gwirfoddoli

Volunteer Policy

1. Introduction

This policy, produced in consultation with volunteers, sets out the broad principles for voluntary involvement in the National Botanic Garden of Wales. It aims to reflect the high esteem in which the National Botanic Garden of Wales holds volunteers and recognises the valuable support and experience that volunteers bring to the Garden.

The policy is relevant to everyone involved with volunteers in the Garden and has been endorsed by the Board of Trustees of the National Botanic Garden of Wales. It is reviewed intermittently to ensure that it meets the needs of the National Botanic Garden of Wales and its volunteers and aspires to best practice.

The National Botanic Garden of Wales acknowledges the need for a clear and consistent organisational framework for voluntary involvement which creates a positive climate for future development of its activities and volunteering arrangements.

2. Mission Statement for the National Botanic Garden of Wales

The National Botanic Garden of Wales is dedicated to the research and conservation of biodiversity, to sustainability, lifelong learning and the enjoyment of the visitor.

'Conservation, education and inspiration'

3. Why we support and need Volunteers

The Garden recognises that the activities of volunteers are an important positive force in raising the organisation's profile and support in the community. Volunteers are a vital part of the Garden's lifeblood and are amongst its ambassadors. Volunteers are able to bring special extra skills, experience, and dimensions to benefit the Garden. They also help link the Garden closely with the wider community – the community of place and the community of people. Engaging a wide diversity of perspectives and approaches is widely acknowledged as bringing added value to organisations.

As with a lot of charities in the UK, the Garden's resources are limited. Therefore, to enable the Garden to meet its objectives it has developed and maintains an essential, balanced, effective, and mutually beneficial staff/volunteer partnership. This is based on the principle that Garden staff provides the structure, organisation, direction and day to day management, whilst volunteers add

value to the Garden's work by performing a wide range of roles, contributing their time, flexibility, experience and specialist skills. Thus within this framework, volunteering is a legitimate and crucial activity which is supported and encouraged by the National Botanic Garden of Wales.

4. Definition of Volunteering - What is a Volunteer?

A Volunteer is someone who, without any expectation of financial or other forms of compensation willingly gives their time, skills and/or experience to help and support the Garden in any of its activities. In line with legislation, the Garden clearly distinguishes volunteering from employment. The volunteer role is therefore a gift relationship, mutually trusting without enforceable obligations contractual or otherwise on either side. Although volunteers offer support willingly and without binding obligation, there is a presumption of reciprocal respect and reliability.

5. The National Botanic Garden of Wales' Pledge to its Volunteers

The National Botanic Garden of Wales relies heavily on the commitment, hard work and enthusiasm of our volunteers. The policy is designed to ensure that your time and efforts are fully recognised and valued, forming a mutually beneficial partnership between volunteer and the National Botanic Garden of Wales.

The National Botanic Garden of Wales is committed to giving volunteers the best experience possible, forming a relationship based on trust and mutual understanding.

The National Botanic Garden of Wales recognises that volunteering must benefit the individual as well as the Garden and aims to provide an environment that is inclusive, stimulating, friendly and supportive.

The National Botanic Garden of Wales strives to develop and maintain the dynamic and mutually beneficial relationships between volunteers, staff and all persons involved with the organisation. The Garden plays an important role in developing policy and best practice in all areas of volunteer management and gives volunteers and volunteering issues representation at the very highest level with the organisation.

The National Botanic Garden of Wales makes available to its volunteers its policies, position statements and information to carry out their role.

6. Legislation Governing Volunteer Best Practice

The following organisational policies are particularly applicable to volunteers. Further detail is provided in the Volunteers' Handbook.

- Health & Safety
- Equal Opportunities
- Security Policies
- Data Protection
- Confidentiality
- Code of Conduct
- Working with Children and Vulnerable Adults

7. Responsibilities of the Garden

Our responsibilities include:

- Maintaining and upholding the reputation and good name of the Garden.
- Developing and maintaining the Garden with the resources available and skills, knowledge, experience and motivation both of the staff and volunteers.
- Recognising that successful volunteer involvement engages your motivations, aspirations and choices.
- Celebrating success and recognising loyalty and dedication.
- Respecting your contribution and encouraging two-way communication.
- Fostering a friendly and supportive atmosphere – aiming to make your volunteering experience fun.
- Seeking to resolve any concerns you may have in relation to volunteering. The Garden has arrangements in place to address any complaints.
- Seeking your views on the work of the Garden, as well as on your volunteering and keeping you informed and up to date with its activities.
- Respecting your freedom to stop volunteering at any time.
- Expecting you to carry out your volunteering within the terms agreed, within the law and the organisation's policies and procedures.
- Aiming for high standards of performance in terms of efficiency, reliability and quality in all aspects of your contribution.
- Providing information and guidance for you to carry out your activities and encouraging you as an individual to develop your volunteering role.
- Offering any training you may need, as and when required, helping you to develop appropriate skills and gain confidence in the volunteering activities you undertake.

8. Responsibilities of Volunteers

Our expectations of volunteers include:

- Maintaining and upholding the high standards and reputation of the Garden.
- Collaborating with paid members of staff, respecting their responsibilities, and listening to what they have to say to achieve the aims of the Garden.
- Aiming for high standards in your volunteering contribution, including reliability.
- Playing your part in encouraging communication with everyone in the organisation including volunteers and paid staff so as to foster a mutually pleasant, effective and friendly atmosphere.
- Upholding and promoting the Garden's policies and procedures.

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- Accepting that responsibility for the direction and affairs of the Garden rests with the Trustees and management.
- Respecting the need for judgement, discretion and confidentiality in handling information and matters that may be confidential whenever you have access to such types of Garden information.
- Acting responsibly, taking care of your own health and safety and that of others whilst volunteering who may be affected by your acts or omissions.
- Collaborating in an atmosphere of mutual endeavour to the benefit of the Garden, its aims and aspirations.

9. Insurance

The National Botanic Garden of Wales liability insurance policies include the activities of volunteers and liability towards them.

10. Further Information

The National Botanic Garden of Wales' Volunteer Agreement, Volunteer Handbook and other details are reviewed intermittently and support this policy. All volunteers are expected to sign the Volunteer Agreement on becoming a volunteer and all volunteers will receive the Garden's Volunteer Handbook.