

# **Wroxham Railway Heritage Trust Volunteer Policy**

## **Context**

Volunteers are the lifeblood of Wroxham Railway Heritage Trust. There are no paid employees and the work of the Trust and our ability to achieve our charitable objectives relies on the goodwill and commitment of our volunteers.

The Trustees value all the work volunteers do and are committed to making volunteering with Wroxham Railway Heritage Trust a positive experience for everyone.

## **Volunteer roles**

There are a range of volunteer roles. The key ones are:

Operational roles on Barton House Railway running days – ensuring the running is safe and smooth. The roles cover operating the trains, operating signals, visitor engagement, catering, and the boat ferry service.

Maintenance and working parties – there are roles which do not require attending running days but work on the site to provide maintenance and project development.

Engagement and membership roles – publicity, membership recruitment and support, grant finding and income generation are critical. There are roles which help support this aspect of the Trust.

Wroxham Signalbox – we have volunteer roles to open and staff the signalbox, greeting visitors, explaining the history. We also have volunteer roles behind the scenes of the signalbox to maintain it in good working order.

## **Volunteer recruitment**

All volunteers will need to complete an application form.

If suitable to become a volunteer, they will be sign-posted to relevant Trust policies and code of conduct.

Before starting, volunteers will meet (either face to face or on line) with one of the Trustees to confirm their understanding of their role. They will be required to formally sign that they have had access to the Trust policies and code of conduct.

For volunteers on operational duties for Barton House Railway, they will be assigned a 'buddy' for their first running day, and will have the opportunity to feedback how their first day went at the end.

All our volunteers will be required to become members of the Wroxham Railway Heritage Trust.

## **Health and safety**

All volunteers must be made aware of, and abide by, health and safety requirements for any given task or event. Health and safety

Health and safety on the railway is really important, so volunteers will be given clear information about how to keep themselves and the public safe. BHR volunteers will have a formal rule book for their role.

The railway is a working environment, with sections where there is open water, so we expect everyone to follow rules about health and safety.

## **Safeguarding**

Trustees take safeguarding of all our volunteers very seriously and are committed to ensuring a culture of safety and positive behaviour. We require adult volunteers (18 and over) who work at runnings and open days to undertake and DBS check.

DBS checks will be renewed every three years. In years two and three, volunteers will be asked to sign a declaration that they have no new information which would affect their DBS check.

The Trust will reimburse the cost of the DBS check.

## **Volunteer conduct**

All volunteers are expected to work together in a safe, respectful and accountable manner; always following guidance and instruction given to them by Supervisors. All volunteers are expected to follow the code of conduct.

## **Insurance**

All volunteers working with Wroxham Railway Heritage Trust are covered by the Trust's insurance policies whilst actively engaged in Trust activities, providing they follow Trust policies and procedures and any instructions or guidance provided by staff.

## **Expenses**

The Trust is not able to pay expenses to volunteers.

## **Recognition**

Wroxham Railway Heritage Trust aims to support its volunteers, recognising and celebrating their valuable contribution to achieving our vision.

For example, social events for volunteers will be organised where possible to thank them for their involvement. Assistance with personal and professional development may also be given, e.g. with job-hunting, references and skills improvements for their tasks.

All volunteers can choose to receive Smokebox the staff newsletter for BHR which contains a lot of up to date information. All volunteers will automatically receive the Trust's newsletter and have access to the volunteer space on the website.

## **Equal Opportunities**

The Trustees are committed to equal opportunities and believe in reducing the barriers to volunteering. In some cases, due to the practical nature of some Trust volunteering

opportunities, some roles and activities will be limited to those physically able. In these cases, the Trust will endeavour to find alternative ways for someone to become involved.

### **Young volunteers**

The Trust is committed to supporting and recruiting young volunteers. Since the inception of Barton House Railway, young people have operated as guards, porters, ticket officers and signalmen and women. Trustees want to continue this tradition in the context of modern requirements for safety and safeguarding.

We welcome young volunteers from the age of 10 to 16 to take on roles at our runnings provided they are accompanied by their parents or guardians.

We welcome young volunteers aged from 16 -18 at our runnings. They will need to have parental permission to volunteer with us.