

# Heritage Volunteer Information Pack



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## 1. Welcome

Thank you for picking up this information pack. This pack contains all the information you will need to apply to become a Heritage Volunteer. Volunteers are integral to the successful delivery of the Heritage Service and Showtown (HS+Showtown) with their commitment, support and expertise. We value the variety of backgrounds, skills, knowledge and experience volunteers bring and we are committed to providing meaningful, enjoyable and safe volunteer assignments of real value.

## Meet the team

### Heritage Blackpool, Blackpool Council's Heritage Service:

**Heather Morrow** - Head of Heritage

**Caroline Hall** - Collections Manager

**Beth Garlington** - Community Heritage Coordinator

**Hayley Du-Buisson** - Heritage Assistant

**Thomas Carter** - Heritage Assistant

### The Showtown Team:

**Susan Ashworth** - Showtown Project Manager

**Kerry Vasiliou** - Learning and Engagement Manager

**Kari Singleton** - Learning and Engagement Officer

**Rachel Sykes** - Stakeholder and Engagement Coordinator

**Emma Heslewood** - Curator

**Jill Carruthers** - Exhibition Coordinator

**Rebecca Antrobus** - Assistant Curator

**Leanne Heatley** - Finance and Admin Manager

**Laura Barnes** - Admin Assistant

**Natalie Underwood** - Marketing Assistant





## 2. About Volunteering

Volunteers are very important to Blackpool Council and your commitment and enthusiasm is appreciated across all departments.

Before you apply to become a Heritage Volunteer think about what you would like to gain from the experience as well as what interests and skills you have, and how you would like to use them. You should also consider how much time you would like to offer.

*If you are under the age of eighteen, a parent or guardian will need to complete a consent form.*

## 3. Recruitment

In order to attract a broad and diverse range of volunteers, we will promote volunteer opportunities widely within the local area. We will look to recruit volunteers in various places including; events, engagement projects, colleges and universities, social media, cultural organisations and volunteer organisations.

We will hold recruitment evenings every 6 months. These evenings give us the opportunity to answer any of your questions and give you an overview of the current volunteer and training opportunities. You will be asked to fill in a short volunteer agreement form and talk to a member of staff about your particular interests. We will then explore which volunteer roles would be best suited to you.

## 4. Induction

Once you have signed up to be a Heritage Volunteer, we will review your agreement form and offer appropriate tasks based on your skills and interests.

Depending on the nature of the task we will run induction sessions to ensure you are comfortable with your role and brief you on what is expected. There may also be training required for some tasks, particularly those involving the collections.

We will also make sure:

- You are given information about the Heritage and Museum service; how we work and what we do.
- You're aware how to record your time (Volunteer hours contribute greatly to the success of funding applications and therefore we do monitor the number of volunteers and hours worked).
- You know who your lead support is who will guide you around the task and will report back to the team about progress, issues and achievements.

## 5. Volunteer Roles

Some of the volunteering roles we will be offering include:

- **Digital Stories** - to provide support for the creation of digital stories; setting up and monitoring technical equipment, transcribing interviews and assisting with the editing of content.
- **Publicity** – support us with promoting and increasing our profile, this includes delivering introductory presentations, writing articles, creating social media and even helping us distribute print across Blackpool, Fylde and Wyre.
- **Research opportunities** - assisting us with research into the history and collections that relate to Blackpool's story. This could include personal interviews, newsletter articles and developing educational material. We have a number of exciting research topics for you to explore including: dance, entertainment, seaside, sideshows, magic, circus and much more.
- **Engagement** – helping raise awareness of Blackpool's heritage in the community by delivering guided tours and talks, recording stories and performances for care homes and community groups and supporting our work in education.
- **Event support** – supporting us with the setup and smooth running of public events for example; delivering activities and offering support at events such as: Heritage Open Days, collection handling sessions, Discovery Days and other Blackpool events.
- **Collections Development**- supporting in all areas of collections management and care including: listing and cataloguing, preservation, conservation, digitisation and research.

## 6. Training opportunities

The Heritage and Museum teams will be offering a range of training opportunities for future projects. Training may include handling and preserving historic collections, creating digital stories, formal tour guiding, public speaking plus other opportunities that might arise in the future. Please highlight on the volunteer agreement which areas you would like to develop your skills.

### Expectations

As a volunteer you are entitled to a Heritage Volunteer induction and a welcome handbook to help you understand the organisation's approach to volunteers. You should expect to be situated within a healthy and safe environment.

#### *What we will do:*

- Provide you with training to support your volunteering and tell you about any additional training that might be appropriate
- Provide you with a volunteer agreement which outlines the tasks that you will be expected to perform and the agreed working hours
- Protect you with appropriate insurance for your role
- Make sure you feel able to refuse an element of your voluntary work if you think it is inappropriate
- Make sure you are informed and consulted on matters which affect you and your environment

#### *In return we ask that you:*

- Are punctual and reliable
- Respect confidentiality
- Are courteous and respectful to staff, other volunteers and members of the public
- Always represent Blackpool Council and its departments in a positive way
- Undergo security checks when required and requested
- Carry out the duties listed in your volunteer position description
- Give notice if your availability changes or if you are no longer able to volunteer with us
- Report any injuries or hazards that you notice during your volunteering time
- Undertake training as requested
- Ask for support when needed
- Support other team members and volunteers
- Have visa which permits you to work/volunteer in the UK (if you are from outside the European Economic Area)

## 7. Supervision and Support

While volunteering you will be supported by lead team member, who will be a member of the Heritage or Museum team. They will guide you through your volunteering to ensure that the experience is mutually beneficial and that you are enjoying volunteering whilst gaining skills, knowledge and experience from the time you are donating to the project. Your supervisor on the task will act as first point of contact for concerns, support and guidance and may be able to assist you with advice on different career paths and progression routes.

## 8. Issues

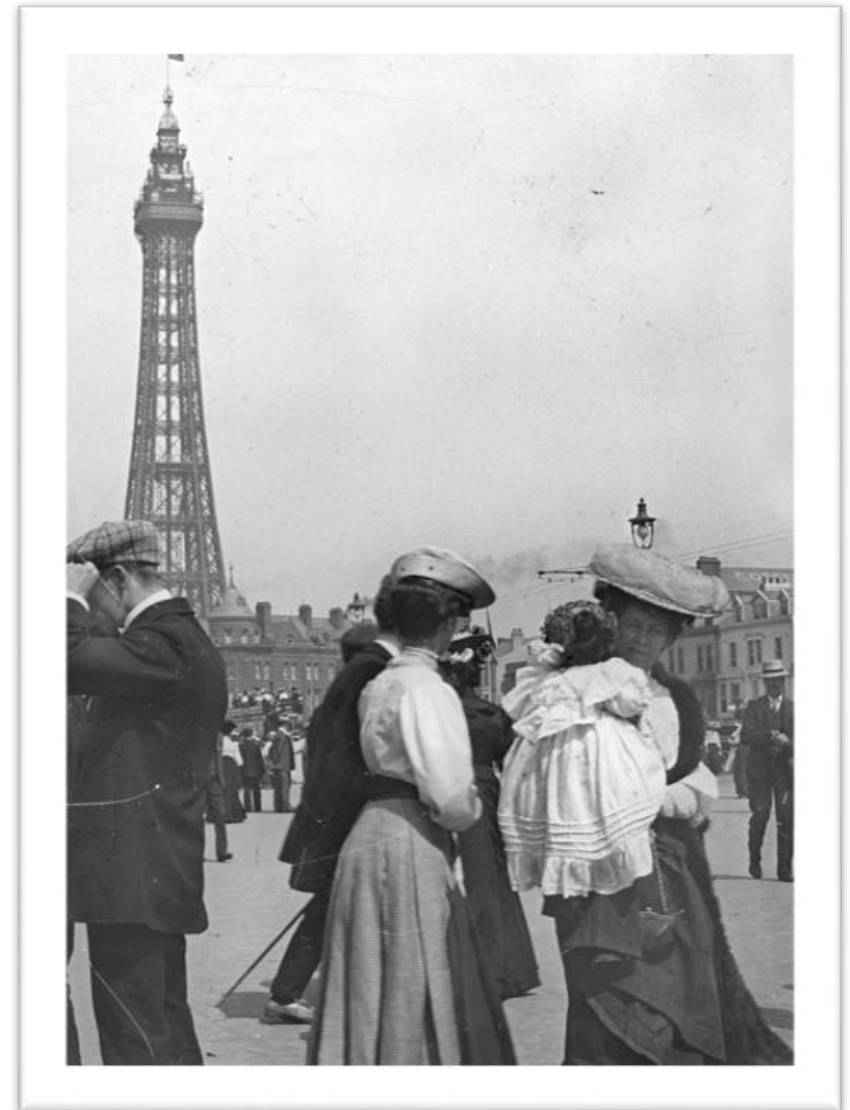
Any problems that arise during your time volunteering should be resolved through informal discussion where possible. Supervisors from Blackpool's Heritage and Museum team will observe the basic principles of fairness in dealing with any issues of capability or conduct that may arise, pointing out any shortcomings in performance and giving opportunity for improvement. If the issues prove to be irreconcilable, either side has the option to terminate the arrangement with immediate effect.

We reserve the right to terminate a volunteer agreement immediately should you be guilty of gross misconduct or any negligence resulting in loss or damage to the organisation.

If there is an incident or accident whilst volunteering, please report to your supervisor and or the venue operator immediately.

If a volunteer has any issues they would like to report please contact Kerry Vasiliou, Learning and Engagement Manager on 01253 476815 or

[Kerry.vasiliou@blackpool.gov.uk](mailto:Kerry.vasiliou@blackpool.gov.uk)



## 9. Insurance, Health and Safety

During your volunteering time for Blackpool Heritage and Museum Service you will be covered by Blackpool Council's Public Liability Insurance. *A copy of the current certificate is available on request*

We are committed to ensuring that all volunteering experiences are safe. Volunteers are asked to attend any support, training or supervision sessions necessary in order to meet health and safety requirements. We will indemnify volunteers and hold them free from liability for civil liability to any person as the result of personal injury loss or damage arising from the execution or purported execution of tasks assigned to them on any Blackpool Council premises. This indemnity will not apply where a volunteer acts negligently, recklessly or in bad faith.

All Heritage volunteers are required to complete a Disclosure and Barring Service (DBS) check as part of their application process. DBS, formally known as a CRB, is a police background check which is used to protect you as a volunteers and our wider audience. The DBS process involves a short form and two forms of ID.

More information can be found online:

<https://www.gov.uk/dbs-update-serviceth>.





## 10. Expenses

Expenses will be offered to Heritage Volunteers delivering Heritage Tours programme and the Community Heritage Talk's programme.

Expenses include;

- 45p per mile for petrol
- Bus fares
- Parking
- Taxis (agreed in advance)

Claims must be made monthly by using the expense form provided.

Please make sure you provide all details and parking/bus tickets in order to claim.

Please note: We are unable to provide expenses for all travel

## 11. Confidentiality & Data Protection

Volunteers should uphold the name of the Blackpool Council and help maintain the confidentiality of any confidential material they encounter while volunteering.

*Privacy Notice:* Blackpool Council is the Data Controller for the personal information you have provided in this form. The Council's Data Protection Officer can be contacted at [Dataprotectionofficer@blackpool.gov.uk](mailto:Dataprotectionofficer@blackpool.gov.uk). Your personal information will be used to contact you to as part of your role as a volunteer. We will also use the information to evaluate the service and, we will maintain statistical records for reporting purposes which will anonymise your information when we create the statistics. We are allowed to ask for your personal information as the Council has a duty to keep this information as part of our Public Task.



We will not share your personal information with any others unless we are required to do so by law. For further information about how Blackpool Council uses your personal information, including your rights as a Data Subject, please see our website [Data Protection Privacy Notice](#)

We will store our Heritage Volunteer personal data on The Lancashire Volunteer Partnership (LVP). LVP use a system called 'Better Impact' which organises details in a comprehensive manner. Whilst the system is managed by LVP, access to the Better Impact database will be limited to only select members of the Heritage and Museum team.

## 12. Moving on

Most volunteering opportunities with the project will have a fixed length. At the end of your opportunity you may be invited to a review meeting with your supervisor to discuss your experiences and explore your possible future paths, including career advice and other possible volunteering opportunities. Your supervisor can provide you with a reference.

## 13. Contact us

For more information about volunteering opportunities please contact:

The History Centre  
First Floor of Blackpool Central Library,  
Queen Street,  
Blackpool  
FY1 1PX

T: 01253 478090

E: [historycentre@blackpool.gov.uk](mailto:historycentre@blackpool.gov.uk)

**All information in this document is correct January 2021.**