



Volunteer handbook

2023-2024



Contents

- Welcome and meet the team
- About volunteering
- Recruitment
- Induction
- Volunteering roles
- Training and expectations
- Supervision and support
- Issues
- Insurance, health and safety
- Expenses
- Confidentiality and data protection
- Moving on
- Contact us



1. Welcome

Thank you for your interest in becoming a Showtown volunteer. This pack contains all the information you will need to apply to become a Showtown Volunteer. Volunteers are integral to the successful delivery of Showtown, including Showtown's History Centre, 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.



© Blackpool Gazette

Meet the team

The Showtown Team:

Kerry Vasiliou – Showtown Lead

Susan Ashworth– Showtown Project Manager

Caroline Hall – Curatorial and Collections Manager

Jill Carruthers – Exhibitions Manager

Husna Burney– Admin and Finance Manager

Rachel Sykes – Stakeholder and Engagement Coordinator

Kari Singleton– Learning and Engagement Officer

Beth Garlington – Learning and Engagement Officer

Stephanie Cottle – Learning and Engagement Assistant

Natalie Underwood – Marketing Assistant

Hayley Du-Buisson– Heritage Assistant

Thomas Carter – Heritage Assistant

Harry Fenton – Admin 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 Showtown 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 six 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. Task briefing

Once you have signed up to be a Showtown 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 aware of the health and safety guidelines of the venue including fire safety. We will also brief you on refreshments, break and other facilities.
- You're aware how to record your time where appropriate (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 project lead is. They 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:

Publicity – support us with promoting and increasing our profile, this includes attending events, creating social media and 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, themed research or telling us about new and exciting exhibitions, events or speakers you've seen

Delivering events– helping raise awareness of Blackpool's heritage in the community. This could include delivering guided tours and talks and supporting our work with schools

Family event support – help us encourage families to part in events. This could include the set up of the activity as well as helping families understand what we're doing and who we are.

Adult event support – support us with the delivery of our adults talks and workshop programmes. This could include setting up the activity, helping with refreshments or being an advocate for Showtown and Blackpool.

Collections Development– supporting in all areas of collections management and care including: listing and cataloguing, preservation, conservation and digitisation of collections.

6. Training opportunities

The Showtown team will offer a range of training opportunities for future projects. Training may include how to handle and care for collections, 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 will be given an introduction to Showtown and a copy of this volunteer handbook alongside Showtown's values. We will ensure you are in 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:

- 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 and 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)

Showtown's values:

As part of the Showtown team, everything we do is based on these values. As a Showtown volunteer you become a representative of Showtown and we encourage you to embrace our values as well.

Inspire

- Everyone in the team is inspiring.
- We are inspired by each other, by the things we do and the experiences we share.
- We are open to inspiration from unexpected places and from the people we encounter.
- For us inspiration is circular and we love to pass it on.

Joyful

- We love what we do and gain pleasure from working together and with other people.
- We are good at finding the joy and having a laugh, even when things are tough.
- We celebrate our everyday successes together, both professional and personal.

Respect

- Demonstrating mutual respect for every member of the team really matters to us.
- Everyone is welcome. We create a safe space where all views have equal value.
- We actively listen to each other.
- We are kind and look after one another.

Integrity

- We honour our commitments and hold ourselves accountable for our actions.
- We are open and transparent in the way we work and the decisions we make.
- We challenge ourselves and our assumptions, even when it feels uncomfortable.
- We work to professional standards in all areas. They are our foundations which define the value and importance of what we do.

Courageous

- We are bold and brave, seeking and finding new opportunities, breaking new ground and trying new things.
- We are ready for anything, responding flexibly and positively to things that turn up.
- We are prepared to learn and are not scared to fail.
- We gain our courage from knowing that the team is always there for us.

7. Supervision and Support

While volunteering you will be supported by lead team member, who will be a member of the Showtown team. They will guide you through your volunteering to ensure that the experience is mutually beneficial. We will also try to make sure that you are enjoying volunteering and gaining skills, knowledge and experience for the time you are donating to the project. The Showtown lead on the task will act as first point of contact for concerns, support and guidance.

8. Issues

Any problems that arise during your time volunteering should be resolved through informal discussion where possible. Project leads from the Showtown team will observe the basic principles of fairness in dealing with any issues of capability or conduct that may arise. 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

Kerry.vasiliou@blackpool.gov.uk





9. Insurance, Health and Safety

During your volunteering time to Showtown 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 Showtown 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-service>

10. Expenses

Expenses will be offered to Showtown volunteers delivering our outreach programme, which includes tours, community talks and community schools programme.

Expenses include;

- 45p per mile for petrol
- Bus fares
- Parking

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.

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 Showtown 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 Showtown 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 project lead to discuss your experiences and explore your possible future paths, including career advice and other possible volunteering opportunities. Your project lead can provide you with a reference.

13. Contact us

For more information about volunteering opportunities please contact:

Showtown Project Office
154-158 Church Street
Blackpool
FY1 1PS

T: 01253 478 624

E: info@showtownblackpool.co.uk

All information in this document is correct March 2023

All images in this document are © Blackpool Council, Heritage Service unless otherwise stated. All rights reserved.

