

Volunteer Handbook

2021



Heritage and Culture Warwickshire

Over 200 volunteers support the work of Heritage and Culture Warwickshire. Some volunteer with us onsite while others volunteer remotely through our online opportunities.

This guide introduces our work and includes more details about volunteering. It should help to provide an overall picture of the types of opportunities that are available and help to answer any questions you may have.

What is Heritage and Culture Warwickshire?

Heritage and Culture Warwickshire (HCW) is part of Warwickshire County Council. It is based in Warwick and works with communities across Warwickshire.

HCW provides a wide range of services to enable residents, local communities, and visitors to connect and engage with their local heritage. It aims to safeguard Warwickshire's archives, history, and natural sciences, protect its historic and natural environment, and provide high quality arts, cultural opportunities, and lifelong learning for everyone in the County and beyond. You can find out more about us on our website: heritage.warwickshire.gov.uk

Market Hall Museum

Market Hall Museum is our flagship museum in the centre of Warwick. It reopened in February 2017 after a modernisation programme supported by the Heritage Lottery Fund. The Museum displays items from our archaeology, natural history, geology, and social history collections. Market Hall Museum has a team of Visitor Service volunteers who welcome visitors, help with events and activities, and assist in the shop and café. The Museum also has a team of Gallery Volunteers that interact with our visitors, provide information about the collection, and run object handling and show and tell events. The Museum also has a specialist volunteer Beekeeper! The collections that are not on display are stored and cared for at our Collections Centre at Hawkes Point, Warwick. Here we also have a team of Collections Volunteers who help the curatorial team to look after these objects.

Chesterton Windmill

Chesterton Windmill is one of Warwickshire's most famous landmarks. It has stood on the hilltop overlooking the village of Chesterton for nearly 350 years. It was built around 1632-1633. The windmill was restored between 1965 and 1974 by Warwickshire County Council.

The windmill is open to the public during Heritage Open Days. This is a great opportunity for HCW volunteers to help run these events.

Warwickshire County Record Office

The County Record Office (CRO) in Warwick is home to a vast collection relating to over 900 years of Warwickshire's history. These documents are conserved and stored in climate controlled rooms. At the County Record Office volunteers index and transcribe a variety of materials and provide research advice and support to the public. The volunteers also help with cleaning archive materials and re-packaging. It is free to access archive materials by simply registering for an Archive Card. Please speak to the Record Office staff or the Volunteer Coordinator for more details.

WOVeN

Warwickshire Online Volunteering Network (WOVeN) is our remote online volunteer offer. The project was initially developed as a way of using online tools to share historical materials, but in 2020 during national lockdown these online tools were enhanced enabling us to widen our volunteer offer. Volunteers from the UK, Australia, Canada, and the United States have transcribed more than 6,000 documents and indexed over 30,000 names. As well as the current 'Deposition Indexing Project', there are other fascinating historical projects you can choose to get involved in.

If you are handy with a computer and have a few hours to spare, you are welcome to get involved at any time. Please speak to the Volunteer Coordinator or email the WOVeN team directly on woven@warwickshire.gov.uk

Our Warwickshire

Our Warwickshire website first came into being in March 2014 as part of the wider Heritage Lottery Fund project that saw the redevelopment of the Market Hall Museum. Users can explore the County's cultural identity and tell their stories about Warwickshire's people, places, landscapes and events through shared articles, photos, historical sites, local groups, events, and blogs. The website is run by HCW and a team of remote volunteers. www.ourwarwickshire.gov.uk

Learning and Community Engagement

The Learning and Community Engagement (LaCE) Team run community-based activities that offer informal learning. These include Arty Tots (a group for grandparents and their grandchildren), Play and Stay (a group for babies and their parents/guardians to meet and interact in the Museum), Knit and Natter (a group that meet to knit and socialise) and Make and Create (craft activities for children and their parents/guardians). The Learning and Engagement Team have a group of volunteers that help support and run these events.

Development Team

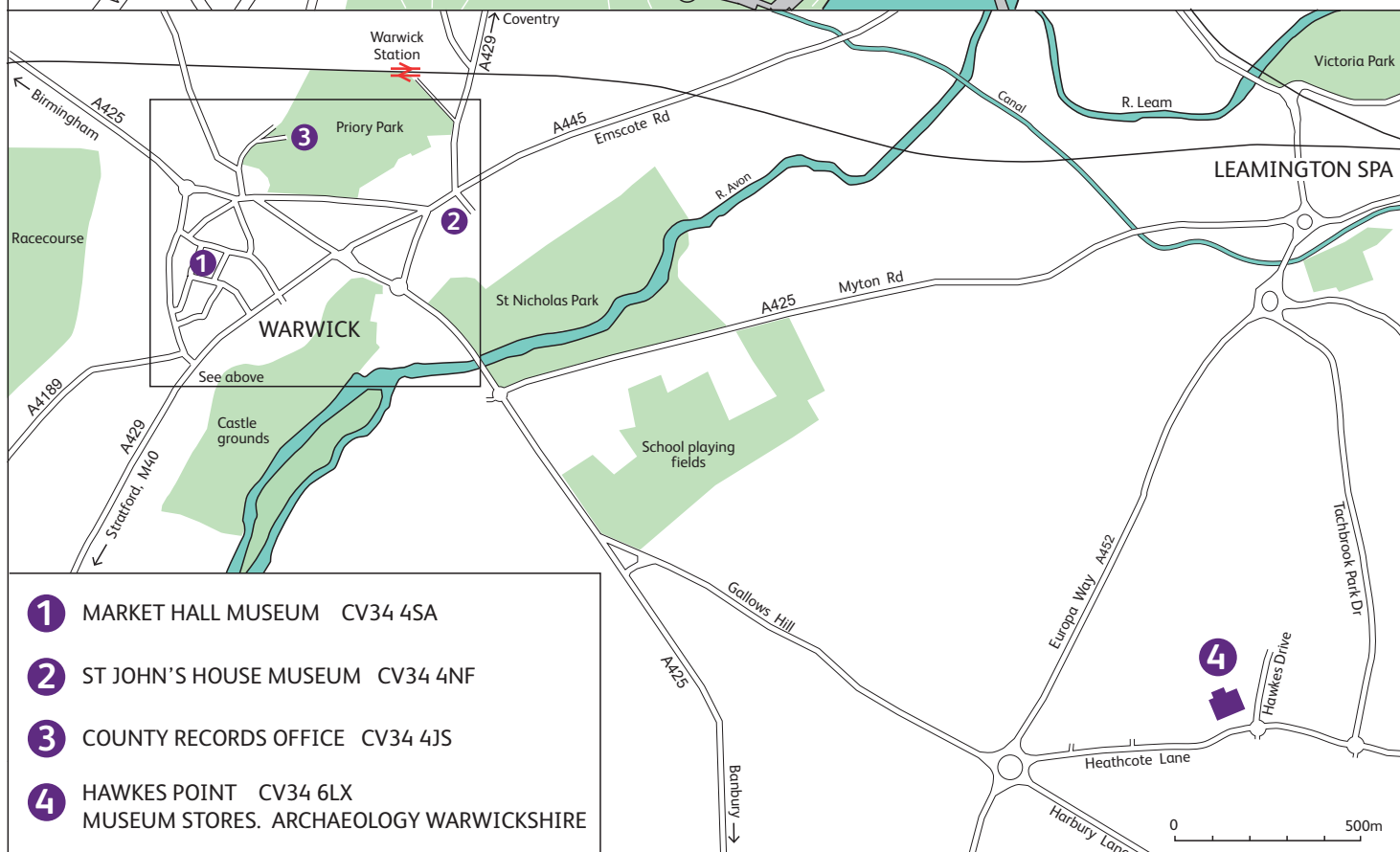
The development team are responsible for commercial opportunities, looking for new ways to develop our services, marketing, fundraising, and organising events. Current volunteer opportunities are assisting with admin duties, taking photos for our social media pages, and helping to run events such as the very popular Victorian Evening held annually at Market Hall Museum.

County Arts

The Arts Officer supports arts and cultural activities across the county and works in partnership with organisations to develop new and exciting projects in areas such as creative health and public art. Please speak to your Volunteer Coordinator for further details on project specific volunteering opportunities.

Site Locations

Please see the site map for locations of Market Hall Museum, St John's House, Warwickshire County Records Office and Hawkes Point.



- 1** MARKET HALL MUSEUM CV34 4SA
- 2** ST JOHN'S HOUSE MUSEUM CV34 4NF
- 3** COUNTY RECORDS OFFICE CV34 4JS
- 4** HAWKES POINT CV34 6LX
MUSEUM STORES. ARCHAEOLOGY WARWICKSHIRE

Who are our volunteers?

Everyone! We welcome volunteers from all age groups and backgrounds. Volunteering for HCW is a fantastic opportunity whether you have an interest in Warwickshire's history, you would like to gain experience in the sector, you're looking to update and learn new skills, you would like to get involved with local communities or you are keen to meet new people. We will strive to offer continued support and training while you are with us and hope you will have fun along the way!

Where are volunteer roles advertised?

We advertise our volunteer roles and opportunities on the HCW website, on our social media pages and at our onsite locations. heritage.warwickshire.gov.uk/volunteer

Volunteering roles are also advertised on the Warwickshire Community and Voluntary Action's Volunteer Connect website wcava.org.uk/volunteering-individuals

We also keep in touch with local volunteering groups, libraries, community centres, universities, and colleges with new volunteering opportunities on offer.

Hopes and Expectations

As a volunteer we want you to:

- Enjoy your role and carry out the tasks to the best of your ability.
- Keep us informed if you have any problems during your time with us and to always ask if you're not sure about something.
- Feel welcome, feel part of the team, and to be treated fairly and with respect (in line with our Equality and Diversity Policy).

If you volunteer with us you can expect:

- The chance to learn new skills and gain experience with skilled professionals who are passionate about their job.
- To volunteer alongside people who share and support your interests, and to have a named person to discuss your tasks with.

- To volunteer in an interesting and creative environment.
- An induction and ongoing training so that you can do your tasks safely and well.
- A risk assessment for your role.
- To be insured by the County Council when volunteering.
- To be kept informed of what's happening within HCW.
- To be able to take part in celebration and training events.
- To have any tasks you have done as a volunteer acknowledged if it is published by HCW.
- Your details to be kept confidential and not to be shared with anyone else (in line with data protection legislation).

The County Council is committed to the values of fairness and equality. We have a zero-tolerance approach to discrimination and harassment and expect all our staff and volunteers to treat everyone fairly and with respect.

How much time is involved?

Volunteering can take place on weekends, evenings, and weekdays. We strive to offer flexible hours that suit you. Most of our volunteers join us for half a day as and when they can. We also offer short term volunteer opportunities for specific projects. Volunteers with WOVeN can get involved at any time and from anywhere.

There may be times when a role changes or we are unable to continue a volunteering opportunity. If this happens, we will discuss this with you and try to find another volunteering opportunity if we can.

Becoming a Volunteer

Every volunteer role has a role description that describes the tasks involved. Future volunteers are welcome to apply using our online application form. A copy of the application form can be posted out to you or alternative arrangements can be made. We will then meet in person or via a video call to discuss:

- Why you want to volunteer and what you would enjoy doing

- The role profile
- How much time you can offer
- What knowledge and skills you can offer
- What skills you are keen to learn or develop

If we do not have the right opportunity for you at this time, we can suggest other places that have similar opportunities or put you in touch with your local Volunteer Centre. We can also contact you should a suitable role arise.

Induction

Before starting, everyone will have an induction with their role supervisor and the Volunteer Coordinator. We will go through your induction checklist together as well as provide you with the opportunity to meet the team you will be volunteering with. The induction checklist will consist of:

- A discussion about Health and Safety and your Wellbeing while you are on site. This includes making sure that you know about the risk assessment, fire procedures, first aid resources and your health and the safety contacts.
- A discussion about our Equality and Diversity Policy (a statement of this policy will be provided).
- A discussion about Confidentiality, Data Protection and Privacy. As a volunteer you may have access to and handle confidential information, so we therefore ask you to agree and sign Warwickshire County Council's Confidentiality Agreement.
- The allocation of a name badge for you to wear while you are volunteering.
- Us asking for proof of ID.
- Depending on the role you will be carrying out we may ask you to sign Data Protection and Copyright Agreements. Also depending on the nature of the volunteer role a DBS (Disclosure and Barring Service) check may be required.
- Any necessary adjustments will be made to support you and ensure you have a satisfactory volunteering experience.

Training

Training and support will be provided throughout your time volunteering with us.

All new volunteers are required to complete the County Council's Volunteer Induction module via our eLearning system WILMA -Warwickshire Interactive Learning Management. The course code is GEN NS553 and it covers important aspects of volunteering including Safeguarding Awareness training. There is a wide range of other eLearning modules available on WILMA that you are welcome to do if they are relevant to your role. Support with this training will be provided by the Volunteer Coordinator. warwickshire.learningpool.com

Personal Information

All data will be stored confidentially and within relevant data protection legislation. We will keep your name and contact details on file for 6 years after you have stopped volunteering with us (in line with our Privacy Notice which the Volunteer Coordinator will share with you). Your data will be kept securely and then destroyed. We will ask you for emergency contact information. This information will be destroyed immediately when you stop volunteering with us.

Travel expenses

We will reimburse parking and travel expenses from home to the place of volunteering. These are capped at £10 for public transport, £5 for mileage and £5 for the cost of parking. The Volunteer Coordinator will provide support on how to process these expenses.

Other Volunteering Information

We will ask you to record the number of hours you spend volunteering with us as this helps us to apply for funding for new projects. Training will be provided on how to record this.

If you decide to leave, we will ask you to complete a short survey. This information helps us improve the experience for other volunteers. Your feedback is vital to making volunteering successful so please tell us straight away if you notice something or have an idea to share.

What else can we offer?

- 10% off purchases at Market Hall Museum, County Record Office, and Priory Books.
- 2 free tickets for our 'What's On' events, to the value of £12 per ticket.
- Tea and coffee refreshments.
- Regular training opportunities.
- Regular social events.
- A reference for volunteers who are seeking work.
- You are welcome to join our Volunteer Newsletter for regular HCW news and updates.

Keeping in touch

The Heritage and Culture Warwickshire Volunteer Coordinator is Alice Williams.

Email: alicewilliams@warwickshire.gov.uk

Phone: 01926 738876

Address: St Johns House, St Johns, Warwick CV34 4NF

Websites: heritage.warwickshire.gov.uk // www.ourwarwickshire.org.uk

Follow us on Twitter [@oisinthedeer](https://twitter.com/oisinthedeer) [@RuairiTheFawn](https://twitter.com/RuairiTheFawn) [@ourwarwickshire](https://twitter.com/ourwarwickshire) [@Chambearlin](https://twitter.com/Chambearlin)

Like our Facebook pages [Warwickshire Museum](https://www.facebook.com/WarwickshireMuseum), [Warwickshire County Record Office](https://www.facebook.com/WarwickshireCountyRecordOffice)

Follow us on Instagram [@heritageandculturewarwickshire](https://www.instagram.com/heritageandculturewarwickshire)

For regular updates from [Heritage and Culture Warwickshire sign-up to our e-newsletter here](#)

Keeping in touch



HCW Volunteer Coordinator: Alice Williams

Email: alicewilliams@warwickshire.gov.uk

Phone: 01926 738876

Address: St Johns House, St Johns, Warwick, CV34 4NF

Website: heritage.warwickshire.gov.uk

Twitter: @Oisinthedeer @RuairiTheFawn @Chambearlin
@OurWarwickshire

Facebook: @WarwickshireMuseum @MarketHallCaféandShop
@WarwickshireCountyRecordOffice

Instagram: @heritageandculturewarwickshire

YouTube: Heritage and Culture Warwickshire