

Policy Summary Sheet: Volunteer Policy

Name of Policy and version #	Volunteer policy	
Policy code	2TP_P_33	
Policy owner	Director	
Prepared by	Head of Culture and Community	
Policy theme / category	People	
Date approved by the Board	12/06/25	
Next approval	TBD	
Date of next review	3Q 2026	
Purpose and Scope of this policy	<p>A Volunteer Policy gives the organisation a consistent way to approach the involvement of volunteers across the whole organisation. It helps to ensure that everyone involved in the organisation, including Trustees, funders, staff and volunteers, understand and value volunteers' involvement. The Volunteer Policy should be reviewed on a regular basis to ensure that it continues to be fit for purpose.</p> <p>A policy also demonstrates that the organisation is serious and professional about the involvement of volunteers, and that their involvement is planned as part of the whole organisation's activities rather than as an ad hoc activity that sits alongside the main organisation.</p>	
Regulator(s) / external source	https://beta.ncvo.org.uk/help-and-guidance/involving-volunteers/	
Relevant legislation, links and useful resources	https://beta.ncvo.org.uk/help-and-guidance/involving-volunteers/	
Version history, amendments, and dates:		
Version	Date	Amendment
1	17/11/2022	N/A – date policy established
2	13/06/24	Policy language reviewed
3	12/06/25	Policy language reviewed, Code of Conduct added.

References to 'Two Temple Place' or '2TP' or to 'The Bulldog Trust' or 'BT' should always also be considered references to both entities where applicable, unless otherwise explicitly stated, an exception is noted, or different treatment is required or provided for Two Temple Place or The Bulldog Trust.

Volunteer Policy

Introduction

At Two Temple Place (2TP) volunteers are valued very highly. They are vital in ensuring the success of 2TP's exhibition programme and cultural events.

2TP volunteers come from many different backgrounds for many different reasons. 2TP is committed to recruiting volunteers from the diverse communities in London and further afield. They bring different skills and qualities to our work. They help by providing a friendly and informative welcome for visitors, managing visitors during events and helping visitors in the gallery shop.

Volunteers provide unpaid support to staff to enable 2TP to achieve more for visitors. Volunteers are not a substitute for employees, and we do not recruit volunteers to displace them. Two Temple Place always retains the right to ask volunteers to no longer volunteer. This will usually be in the event of not following the Code of Conduct.

Volunteer Recruitment

When involving volunteers in our work, 2TP believes it is important for the staff and volunteers to understand the volunteer's role and contribution to the organization. 2TP has clearly defined volunteer roles and a structured recruitment process, which includes attendance at a volunteer open day and completion of an application form.

2TP considers potential volunteers for the specific role and matches their skills and potential against the requirements of the role to ensure the best fit. 2TP also takes up references and makes use of other screening checks where appropriate.

2TP encourages applications from people from ethnically and culturally diverse backgrounds. 2TP wants to proactively work to raise awareness of volunteering opportunities within diverse communities as we move forward with its volunteers' programme. 2TP advertises for volunteers through its website, local partners and organisations that represent the target audiences that 2TP is seeking to attract.

2TP aims to acknowledge all initial enquiries about volunteering within one week, and to respond to all completed application forms within two weeks of receiving them

Equal opportunities and diversity

Two Temple Place is fully committed to equal opportunities and diversity in its volunteer workforce, believing that 2TP has much to learn and gain by having a broad range of volunteers who bring different ideas and perspectives to 2TP work.

Expenses

Unfortunately, Two Temple Place is unable to provide expenses for volunteers.

If the cost of travel is a barrier to volunteering with us, please discuss this with the Visitor Services Coordinator who, in some circumstances, can approve travel expenses, with the permission of the Head of Culture and Community.

Induction and training

2TP will provide training for volunteers to ensure that roles are carried out to a high standard. This training is compulsory for all volunteers and aims at being clear on how 2TP values the creation of a safe and inclusive welcome to everybody. All volunteers will receive induction training covering Two Temple Place and its history, information about the exhibition and practical training for the role and safety procedures.

Supervision

All volunteers will be managed by the Visitor Services Coordinator, and when on shift supervised by a member of the Culture and Community Team who act as Duty Managers. All volunteers will be encouraged to regularly discuss their progress and experiences with the Visitor Services Coordinator and if appropriate the Head of Culture and Community.

Attendance

To make the best use of both volunteers' and staff time there needs to be mutual commitment to planning for the days when volunteers will be working.

We will encourage a regular pattern of working; but can be flexible. During initial discussions, volunteers will be asked how long they plan to volunteer for and the number of hours per week/month they wish to aim for. Two Temple Place will ask that volunteers commit to a minimum of 1 shift per week for the duration of the exhibition. A volunteer's availability may affect whether they are suitable for the role.

Both staff and volunteers will inform each other with as much notice as possible if circumstances arise and arrangements need to be changed.

When on Shift and Code of Conduct

Staff will ensure that adequate supervision and support is available for volunteers and that there are clear tasks for them to do. If any volunteer feels this is not the case they should raise any concern with the Head of Culture and Community.

Please always talk positively about the exhibition and building. If you have any concerns or questions please ask staff and we can explain / make adjustments if needed.

Please always be aware of who is in the space with you and remember that you are representing Two Temple Place, The Bulldog Trust, the staff, artists and curators when you are one of our volunteers. Please do not go on your phone or have chats with other volunteers if there are visitors in the space.

We attach a Volunteer Code of Conduct to this policy and include it in our training. Although we don't ask volunteers to sign it, we do have an expectation of its being followed. It is deliberately aligned with 2TP's Staff Code of Conduct. Two Temple Place always retains the right to ask volunteers to no longer volunteer. This will usually be in the event of not following the Code of Conduct.

Insurance

Volunteers will be covered by the Employer Liability insurance held by Two Temple Place.

Health and safety

All volunteers and staff are expected to adhere to the 2TP Health and Safety Policy.

Volunteers will receive an introduction to practical health and safety issues on site at their induction. Additional health and safety training will be provided as necessary through on-the-job training.

Problem Solving, Volunteer Support and Complaints

2TP aims to treat all volunteers fairly, objectively and consistently. 2TP has a procedure for resolving difficulties and for dealing with complaints by or about volunteers which are dealt with in the same way as other complaints under our Complaints Policy.

If a volunteer has a problem 2TP asks them to discuss this in the first instance with the Visitor Services Coordinator, who will aim to resolve it promptly and amicably.

If the problem occurs when a volunteer is on duty, they should immediately ask for assistance from the Duty Manager who can decide if a more senior staff member should be involved. This prompt involvement of staff is aimed to provide our volunteers with immediate support and to hopefully defusing any difficult situations. It also assists us in any gathering of information for what might become a complaint.

Confidentiality

Personal data about volunteers will only be kept and used for legitimate business purposes. Volunteers will be asked to give their consent to Two Temple Place holding their personal data, with the assurance that it will be stored securely in accordance with our policies.

Recruitment: During the recruitment process we will ask people interested in volunteering for their emails, this information will be used to send details of the volunteer open sessions and to stay in touch regarding their application. If a volunteer does not respond to open session invitations, or explicitly lets 2TP know that they are no longer interested in volunteering 2TP will not keep their details.

Application & Availability forms: 2TP asks volunteers for their contact details and emergency contact details. This is to ensure the safety of volunteers when working with 2TP.

All volunteer data:

1. Will be processed lawfully, fairly and in a transparent manner.
2. Will be collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with those purposes.
3. Will be adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.
4. Will be accurate and, where necessary, kept up to date.
5. Will be kept for no longer than is necessary for the purposes for which it was collected.

Working with 2TP: Volunteers will also be asked not to discuss or disclose any sensitive information regarding the organisation to third parties. Volunteers handling sensitive information may be asked to sign a disclaimer to say that they will handle the data appropriately.

Our Volunteer Code of Conduct

Bringing the values and ethical principles of Two Temple Place and The Bulldog Trust to life

These principles should guide our volunteers' behaviour when at Two Temple Place, both when on duty and when off duty with other volunteers and staff. They are drawn from our Staff Code of Conduct, which reflects how our volunteers represent us just as much as our staff

Commitment:

- Everyone contributes to the mission, conversations, and positive culture of Two Temple Place. We will support each other, hold each other up and turn up with our ideas, enthusiasm, and positivity.
- We will act, when needed, to stand against injustice or discrimination.
- We will proactively seek to listen to and respond to those who are 'least listened to'.

Respect

- We will work together to create an equitable organisation, recognizing and respecting the value and dignity of everyone. We will promote and reflect upon our Equality, Diversity, and Inclusion principles.
- We are respectful, courteous, and co-operative in how we work together and with anyone we meet during our work.
- We will listen to hear people and understand their experiences. We will reflect before we positively and constructively challenge.
- We will ensure we do everything in our power to protect people's physical and mental well-being by creating safe spaces which are free from harm or stress and by following our policies and guidance as we do so.

Learning organisation

- We will work together to create an environment and culture of curiosity which promotes the sharing of knowledge and experience to listen, learn and adapt.
- We will reflect upon what we hear to consider what may need to change and encourage creativity in our approach.
- We will be responsive to the needs of those we work with and those we work to support.

Integrity

- We will always work in an honest and trustworthy way.
- We will take action and share information to protect the wellbeing of others, such as safeguarding and whistleblowing reporting, and protect Two Temple Place's reputation.
- We will protect the information and details that people share with us and the information we encounter during our work in line with our GDPR and Data Protection Policy.

