



## MEETING PAPER

Meeting: Agenda Item – Town Hall Project Committee

Agenda Item: - Volunteer Journey

Date: Thursday 8<sup>th</sup> August 2024

~~HIGHLY CONFIDENTIAL~~/NON-CONFIDENTIAL

### Details

The Town Hall Activity Plan identifies the need for ‘volunteering opportunities’ as part of the Town Hall project. Starting from the delivery period running all the way through the lifetime of the project, with 40 regular volunteers and over 200 volunteering opportunities delivered. Four roles are identified:

- Exhibition curation and research
- Event assistant
- Collections digitisation
- Town Hall welcome

To enable the recruitment of volunteers the following documents have been drafted:

- LTC Town Hall Volunteer Policy
- Volunteer Journey – detailing the process for recruiting and managing volunteers
- Volunteer Handbook – design for volunteers similar to the staff handbook
- LTC volunteer problem solving – designed as a policy for managing challenging situations with volunteers as these should not be handled in the same manner paid staff
- Event Assistant Role Profile – as first volunteer role we need to recruit for
- Templates & check lists:
  - Volunteer application form
  - Volunteer check list
  - Volunteer exit interview
  - Volunteer induction check sheet
  - Volunteer interview
  - Volunteer unsuccessful letter
  - Volunteer reference request
  - Volunteer review form
  - Volunteer role profile

## Recommendations/Decision

We recommend that these policies, check lists and templates are accepted as the basis for the recruitment and management of volunteers. This will enable the project to begin recruiting volunteers to build capacity to deliver activities.