

Volunteering Agreement

Thank you for joining our volunteer team at Glasgow Life.

Volunteers play an integral role in supporting our mission to inspire every citizen and visitor to become engaged and active in a city globally renowned for culture and sport. We hope to provide you with a enjoyable and meaningful volunteer experience.

Purpose of Document

This document outlines what volunteers can expect from Glasgow Life and what in turn Glasgow Life expects from the volunteer. It isn't a legal contract with the volunteer

Glasgow Life's commitment to volunteers:

1. To communicate respectfully with volunteers and ensure volunteer processes are fair.
2. To ensure an appropriate environment is set up before any volunteering opportunity starts, including all necessary equipment to carry out the work.
3. To identify any risks to health and safety through appropriate workplace assessments and to ensure that reasonable protective and preventative measures are put in place.
4. To provide effective support, training and supervision appropriate to the volunteering opportunity including a relevant induction.
5. To ensure that for each volunteer or volunteering opportunity there is an allocated Glasgow Life employee known as Volunteer Mentor to manage and support the volunteer.
6. To ensure volunteers are provided with Glasgow Life's volunteer resolving concern process and know who to contact if they have a problem or concern
7. To provide insurance cover relevant to tasks under taken for their role/ opportunity.
8. To endeavour to ensure that anyone undertaking a volunteering opportunity is free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age, gender, sexual orientation, or marital status.
9. To aim to reduce the inequalities of outcome, caused by socio-economic disadvantage.
10. To keep personal information relating to volunteers confidential unless obliged by law to disclose such information.
11. To ensure volunteers are not out of pocket by reimbursing reasonable expenses incurred as a result of the volunteering opportunity.

Everyone deserves a great Glasgow life. We need your support to make sure they do.

Commonwealth House | 38 Albion Street | Glasgow | G1 1LH | General Enquiries Tel: 0141 287 4350 | Complaints Tel: 0141 287 8977
info@glasgowlife.org.uk | www.glasgowlife.org.uk

Directors: Bailie Annette Christie (Chair), Councillor Eva Bolander, Councillor Holly Bruce, Councillor Kieran Turner, Councillor Laura Doherty, Dilawer Singh MBE, Ian MacRitchie, Lynn Bradley, John McCormick, Shahid Hanif, Siobhan Nairn, Susan Deighan (Chief Executive).

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).

What we ask from volunteers:

1. To accept and carry out your volunteer opportunity/role within the boundaries of Glasgow Life’s Volunteer Policy. A copy of this document should have been given to you as part of the induction process.
2. To carry out all agreed tasks to the best of your ability, as described in the relevant volunteer opportunity on Glasgow Life’s volunteer portal
3. To complete the tasks as outlined in your opportunity description on Kinetic. If you receive requests for additional tasks or information these should be passed on to your allocated Volunteer Mentor.
4. To attend relevant support, training and supervision sessions appropriate to the opportunity/role.
5. To talk to your allocated Volunteer Mentor if there are any concerns arising with your volunteering.
6. To help others feel welcome and to carry out your tasks as part of a team with volunteers and employees
7. To communicate respectfully to employees, volunteers, visitors and service users.
8. To respect and promote Glasgow Life and partners in a positive manner in public.
9. To play your part in helping to promote the Glasgow Life’s Equality Policy and ensuring that it is adhered to in carrying out your role/opportunity, so that Glasgow Life’s range of services and volunteering opportunities are inclusive and accessible to all sections of the community.
10. To keep confidential and not disclose to any other person, sensitive information relating to Glasgow Life’s business, employees, volunteers, visitors and service users.
11. To provide as much notice as possible if you are unable to fulfil your volunteering role/ opportunity/session or if you no longer wish to continue to volunteer with Glasgow Life

Related documents

Glasgow Life volunteer policy <https://www.glasgowlife.org.uk/volunteer-with-us>

Glasgow Life volunteer portal <https://volunteer.glasgowlife.org.uk>

Glasgow Life Equality Policy <https://www.glasgowlife.org.uk/the-small-print/equality-diversity-and-inclusion>

Please tick to confirm;	
I have been provided with a copy of the Glasgow Life privacy notice and information on the legal basis and specific purposes for which my data will be used.	
I have read and understand the terms set out in the Glasgow Life Volunteering Agreement and agree to abide by them whilst carrying out my volunteering role.	

Contact Details & Signature	
Volunteer opportunity/ role title	
Volunteer name	
Volunteer signature	
Employee name	
Employee role title	
Employee signature	
Employee contact details	

Please ensure you have been provided with our (general privacy notice) for a form collecting personal information. You can also see our (privacy statement) on our website for further details on how we collect, use, share and store personal information.	
	<p>Specific processing purpose and legal basis: Volunteering (controller) who we are: Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See details at www.glasgowlife.org.uk/the-small-print/privacy-glasgow-life</p> <p>Specific (purposes) why do we need your personal information and what do we do with it? (1) You are giving us your personal information as you have chosen to register as a volunteer with Glasgow Life.</p>
	<p>Specific (legal basis) for using your information: Processing your personal information is:</p> <ol style="list-style-type: none"> 1. Necessary for you to carry out your volunteering role/opportunity with Glasgow Life. 2. With your consent (you can withdraw at any time).
	<p>(sharing): We will not share your information with 3rd parties.</p> <p>You can see how your rights are implemented for each legal basis used https://www.glasgowlife.org.uk/the-small-print/privacy-statement-for-glasgow-lifestar</p>
	<p>more information) You can find more information about how we handle your personal information at: www.glasgowlife.org.uk/the-small-print/service-descriptions-and-specific-privacy-notice If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: www.glasgowlife.org.uk/accessibility</p>