

VOLUNTEER CHARTER

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Welcome!

As a valued member of the team, this is your guide to being part of our not-for-profit community asset.

We hope it contains everything you need to navigate our general processes and policies.

The UP Creative Hub CIC is a community organisation created by, run by and grown by volunteers.

We are a Community Interest Company also known as a social enterprise or community asset meaning everything we do is focussed on People and Planet not Profit.

Volunteers are at the heart of the work of The UP Creative Hub CIC and everyone's contribution is especially valued and respected.

UP began in 2019 with aspirations of creating a multifaceted space for skills sharing within the community focussed on sustainability in art and positive discussions around mental health.

OUR VISION

Our vision remains focussed on People, Planet and Positivity through Upskill, Upcycle, Uplift.

We aim to tackle social and environmental challenges through the arts.

OUR CULTURE

We are purposefully kind as an organisation, we are understanding of differing and additional needs of each other and actively cultivate an encouraging, non judgmental and empowering culture.

We are Creative Change Makers.

We are proudly different.

We are patient and we are kind.

This is not for everyone.

OUR AIMS

- Share our knowledge, connecting people with the arts and inspiring a sense of place.
- Provide a hub space for people to get involved, share ideas and forge relationships that enhance the local artists economy.
- Trigger curiosity and inspire interest in lifelong learning, encouraging a deeper appreciation of the need for resourcefulness and sustainability.
- Facilitate discussions around mental health in surprising, interactive and different ways that allow non neurotypical access to education.

SKILLS EXCHANGE

We offer a range of volunteering opportunities to help us achieve the aims of UP and strengthen our community organisation.

We recognise that volunteering is a relationship of exchange which should be of mutual benefit to the community, the organisation and you, the volunteer.

<p>Volunteers can benefit from the opportunity to:</p>	<p>Use existing skills and experience while gaining new ones</p> <p>Enhance CVs and portfolios for future employment and study</p> <p>Meet people and feel part of the community</p> <p>Learn about and enjoy local heritage, the arts and work alongside local creatives.</p> <p>Make a difference by strengthening local pride and a sense of community.</p>
<p>UP can benefit from:</p>	<p>Bringing a diversity of skills, knowledge and experience in to the organisation</p> <p>Creating extra capacity to achieve the organisations aims</p> <p>Building links within the community to reflect local needs</p> <p>Raise awareness of the organisation and its work</p> <p>Engage more people with local arts</p>

VOLUNTEER ROLES

UP aims to offer a diverse range of volunteering opportunities to reflect your needs, we aim to match people to tasks that take into account their skills, interests and personal goals. We recognise different types of volunteering including,

- Occasional Volunteers who volunteer every so often, for example to help out with learning activities or at events

- Project Volunteers who support time-limited projects, for example helping to coordinate a specific brief within a project outline.
- Regular Volunteers who take on a particular task on an ongoing basis, for example welcoming visitors, retail tasks or social media
- Trustees and committee members who hold positions of responsibility.

The UP Creative Hub CIC is committed to providing a structured and targeted volunteer experience that allows individuals to set and achieve specific goals. Our new volunteer roles are designed to run on a 12-week cycle from start to end, providing a clear timeline for volunteers to work towards. This approach enables volunteers to focus on specific outcomes and milestones, ensuring they can celebrate their achievements every 12 weeks. With a clear understanding of what is expected, volunteers can set realistic and achievable goals, gaining a sense of accomplishment and motivation as they progress. This 12-week cycle also allows for regular check-ins and feedback from our team, ensuring that volunteers receive support and guidance throughout their volunteering journey. By setting and achieving specific goals, our volunteers can develop new skills, build confidence, and make meaningful contributions to the organisation's work, ultimately enhancing their overall volunteer experience.

GUIDING PRINCIPLES

Through our Volunteering Programme we aim to:

- Offer appropriate and rewarding roles for volunteers in line with the aims of UP.
- Use fair and consistent recruitment procedures for all potential volunteers
- actively seek to involve volunteers who reflect the diversity of the local community
- recognise that volunteers donate their time and ensure that their contribution is mutually agreed

- provide volunteers with induction training, ongoing supervision and support appropriate to their role and needs
- as far as is practical, care for the health, safety and welfare of volunteers communicate effectively,
- keep volunteers up-to-date with developments and invite feedback
- treat volunteers with respect and understanding appreciate that volunteers make a gift of their time, energy and enthusiasm and show that this is valued by the organisation.

IN RETURN WE ASK

We ask that volunteers:

- volunteer reliably to the best of their ability, and give as much warning as possible if they cannot volunteer when expected
- are willing to learn, and to share, skills and information relevant to their role
- follow the policies and procedures of UP as set out in the volunteer handbook
- support the aims and objectives of the organisation and act as ambassadors in conveying these aims to the public
- have a positive approach to ensuring that all visitors enjoy their time with us
- treat visitors, other volunteers and staff with respect and understanding.

Each role has a role description setting out the tasks involved, any particular skills or knowledge needed and the potential time commitment for volunteers

Volunteer roles are aimed at people aged 18+ .

RETAIL VOLUNTEER

Role Description: Retail Volunteer - Up Creative Hub CIC

Job Title: Retail Volunteer

Reports to: Retail Manager

Location: Up Creative Hub CIC, Busy Town Centre

Duration: 12-week cycle from start to end

Job Summary:

We are seeking enthusiastic and customer-focused individuals to join our team as Retail Volunteers at the Up Creative Hub CIC. As a Retail Volunteer, you will have the opportunity to gain hands-on experience in a busy town centre arts space, working alongside our team to provide excellent customer service and support the smooth operation of our retail shop.

Responsibilities and Duties:

- Assist with the daily operation of the retail shop, including opening and closing procedures
- Provide exceptional customer service, answering queries, and handling sales transactions
- Maintain a high level of store presentation, including visual merchandising and stock management
- Assist with stock receiving, processing, and inventory management

- Support with events and promotions, such as exhibitions, workshops, and live performances
- Collaborate with the team to achieve sales targets and contribute to the overall success of the shop

Tangible Transferable Skills:

As a Retail Volunteer at the Up Creative Hub CIC, you will develop the following transferable skills:

- Communication skills: effectively interact with customers, colleagues, and stakeholders
- Time management: prioritise tasks and manage your time efficiently to meet deadlines
- Teamwork: work collaboratively with the retail team to achieve shared goals
- Problem-solving: think critically to overcome challenges and adapt to changing circumstances
- Attention to detail: maintain a high level of accuracy when processing sales transactions and managing stock
- Customer service skills: develop expertise in providing excellent customer service and building relationships with customers

12-Week Cycle:

Our volunteer program runs on a 12-week cycle from start to end. This allows you to set and achieve specific goals, celebrate your progress, and gain a sense of accomplishment every 12 weeks. You will receive regular feedback and guidance from our retail team throughout your volunteering journey.

Requirements:

- Be aged 18 or over
- Ability to commit to regular shifts (minimum 2 hours per week)
- Good communication and teamwork skills
- Basic knowledge of retail operations and customer service principles
- Enthusiasm for arts and culture

If you are interested in gaining retail experience in a busy town centre arts space, please apply using our online application form. We look forward to hearing from you!

WORKSHOP SESSION SUPPORT VOLUNTEER

Role Description: Art Workshop Volunteer - UP Creative Hub CIC

Job Title: Art Workshop Volunteer

Reports to: Program Coordinator, UP Creative Hub CIC

Location: Busy town centre arts space, operated by UP Creative Hub CIC

Duration: 12-week cycle from start to end, with potential for extension

Job Summary:

We are seeking enthusiastic and creative individuals to join our team as Art Workshop Volunteers at the UP Creative Hub CIC. As an Art Workshop Volunteer, you will have the opportunity to assist or lead art-based workshop sessions, developing your skills in a dynamic and fast-paced environment. Your work will help bring people together, foster creativity, and contribute to the vibrancy of our town centre arts space.

Responsibilities and Duties:

- Assist in planning and preparing art workshops for children and adults, including setting up materials and equipment
- Lead art-based activities and sessions, working with participants of varying ages and skill levels
- Help facilitate creative exploration and expression, encouraging participants to experiment and try new things
- Develop and deliver your own art workshop ideas, working closely with the Program Coordinator
- Assist with promoting workshops through social media and local advertising
- Help maintain a safe and clean workshop environment, ensuring materials are organised and stored properly

Tangible Transferable Skills:

As an Art Workshop Volunteer at the UP Creative Hub CIC, you will develop the following transferable skills:

- Communication skills: effectively communicate with participants of all ages, adapting to individual needs and abilities
- Leadership skills: take charge of leading art workshops, developing your confidence in front of groups
- Creativity: think creatively to develop innovative art workshop ideas and activities
- Time management: prioritise tasks to ensure smooth execution of workshops within the 12-week cycle
- Organisation: maintain a tidy and organised workshop space, ensuring materials are easily accessible
- Adaptability: be flexible to accommodate changes in schedules or unexpected situations
- Teamwork: work collaboratively with the Program Coordinator and other volunteers to achieve shared goals

12-Week Cycle:

This role is designed to run on a 12-week cycle from start to end. Within this timeframe, you will have the opportunity to:

- Develop your skills and confidence in leading art workshops
- Work on specific goals and outcomes, celebrating your achievements every 12 weeks
- Receive regular feedback and support from the Program Coordinator
- Contribute to the growth and success of the UP Creative Hub CIC

Requirements:

- Be aged 18 or over (16-17 year olds can apply with parental consent)
- Ability to commit to regular shifts (minimum 2 hours per week)
- Basic knowledge of art practices and techniques (not essential but beneficial)
- Good communication and teamwork skills
- Ability to work independently and as part of a team
- Enthusiasm for art, creativity, and community engagement

If you are interested in bringing creativity to life through art workshops, please apply using our online application form. We look forward to hearing from you!

SKILLS EXCHANGE

You can register your interest in volunteering by sending in an expression of interest form which is available on the website.

We will then invite you for an informal discussion to look at possible roles

If we can match you to a role, we will ask for references.

If a role involves working closely with children, or young people under 18, then you will be required to undergo a DBS (Disclosure Barring Service) check which will be organised and paid for by us.

We may ask for basic police checks for some other roles if needed.

Volunteering opportunities will be offered on a short-term, introductory basis initially so that you, and we, can see if a particular role suits you.

If we are unable to match you to a suitable role then we will be happy to advise you about where to look for information on other volunteering opportunities.

Volunteer Charter

All volunteers are given a copy of our Volunteer Charter which sets out what you can expect from the organisation and what it asks of you in return.

Volunteering is an informal arrangement that can be ended at any time by either the volunteer or The UP Creative Hub CIC.

Please see the Shared Drive for access to:

[Our Commitment to Diversity and Inclusion](#) Which includes any equal opportunity and anti-discrimination statements [here](#).

Policies

A. Work Hours and Leave Policy

Discuss the expected work hours and types of leaves employees are eligible for.

B. Performance Review

Outline the processes, standards, and metrics by which employees are assessed.

C. Privacy and Data Protection Policies

This section pertains to rules governing personnel data and work files. It can also extend to policies regarding the use of company-owned equipment.

D. Compensation and Benefits

Discuss salary-related policies and benefits packages.

E. Employment Termination Process

Outline the processes and policies regarding ending work engagements.

Health and Safety

A. Physical Safety

Add your organisation's safety measures here, including emergency procedures and drug-free/smoke-free policies.

B. Mental and Emotional Health

Include safeguards against discrimination, harassment, and bullying.