

Oxford SU Volunteer Agreement

Introduction

1. This policy aims to demonstrate Oxford SU's commitment to our volunteers and volunteering opportunities by setting out how volunteers should be treated, what they can expect from the Students' Union and what we expect from them.
2. This policy applies to all students who are volunteering for Oxford SU. This includes:
 - Divisional Reps
 - Campaign Committee Members
 - RAG and Target Schools Committee Members and Event Volunteers
 - Student Media Committee Members
 - The Returning Officer, Student Council Chair, Scrutiny Committee, and Steering Committee members.
 - NUS Delegates
3. This policy does not apply to students who are volunteering with non-SU charities and community groups. Responsibility for these volunteering opportunities resides with the organisations themselves.
4. This policy should be available to all student volunteers engaging in the activities described above.

Objectives

5. The objectives of this policy are:
 - To ensure all volunteers are treated on an equal and fair basis
 - To ensure all volunteers are properly supported in a safe and inclusive way
 - To ensure all volunteers' contributions are recognised and rewarded
 - To ensure that volunteers understand the expectations that Oxford SU has of them

Volunteer Expectations

6. Volunteers at Oxford SU are expected to:
 - Undertake the relevant training for their role.
 - Comply with the policies and procedures outlined in their training.
 - Undertake to the best of their abilities the work outlined in their role description, job description, or training.
 - Work within Oxford SU's [values and vision](#).
 - Be polite, professional, and inclusive towards those who work within or receive a service from Oxford SU, including any other volunteers they work with.
 - Regularly communicate with the appropriate member of staff within Oxford SU.
 - Inform the appropriate member of staff within Oxford SU if they are unable to complete their volunteer work or will be absent for a specific time.
 - Act responsibly and take reasonable care to ensure that their own safety and the safety of others are not at risk whilst undertaking any voluntary duties.

- If the volunteer is planning an event or project, they **must** inform the relevant staff member in advance and await the proper approvals. Approval may be subject to the volunteer completing a project plan, budget, or risk assessment.
 - If the volunteer is publishing a statement in their capacity as an Oxford SU volunteer, they **must** send it to the relevant staff member before posting and await the proper approvals.
7. Volunteers who do not comply with the above responsibilities may be removed from their role by the appropriate Oxford SU staff member. The volunteer in question will be given 14 days written notice of the staff member's intent to remove them from their role. The staff member must have taken reasonable steps to re-engage the volunteer and make clear to them which responsibility they are falling short of. This removal process sits in addition to any removal processes outlined in other Oxford SU policies, such as the Campaign Constitutions.
 8. If a student has concerns that a volunteer of Oxford SU is not complying with the responsibilities laid out in point 6 above, they can contact the appropriate staff member to make them aware – on studentengagement@oxfordsu.ox.ac.uk in the first instance.
 9. Oxford SU expect our staff to be treated with professionalism and respect. Volunteers may be removed from their post if their conduct towards our staff falls below our expected standards.
 10. Volunteers should not encourage or engage in the discussion or scrutiny of individual Oxford SU staff members in any open forums including committee meetings or Student Council. This is not intended to prevent the discussion of activities undertaken by the Students' Union, including where they are staff-led, but to protect the wellbeing of our staff and to exercise our responsibilities as an employer.

Confidentiality

11. In the course of volunteering for Oxford SU, you may have access to confidential information relating to Oxford SU or our members. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

Oxford SU Expectations

12. Staff members working at Oxford SU are expected to:
 - Ensure that volunteers have access to the training they need to undertake their roles.
 - Ensure that volunteers are not asked to undertake any tasks that the volunteer does not feel comfortable with.
 - Ensure that volunteers are recruited and supported fairly
 - Be polite, professional, and inclusive towards volunteers
 - Regularly communicate with volunteers.
13. If volunteers feel that a staff member is not complying with the above responsibilities, they should initially raise the issue informally with the staff member themselves. If this course of action does not resolve the problem, or the volunteer is not satisfied with the outcome, then the volunteer should follow the [Oxford SU Complaints Procedure](#).

Equal Opportunities

14. The Students' Union aims to ensure that no less favourable treatment is given to any group or individual on the grounds of age, ability or disability, ethnic origin, caring or parental responsibilities, gender or gender identity, HIV status, marital status, nationality, opinions or beliefs on matters such as religion and politics, physical appearance, race, sexual orientation, spent or irrelevant criminal convictions, trade union affiliation, employment status, socio-economic background, medical condition, student status, mental health status, mode of academic study, or any other irrelevant distinction.

Recruitment and Selection

15. Volunteer roles will be clearly and widely advertised to all Oxford SU members.

16. Volunteers will be recruited through the following methods:

- Democratic, free, and fair elections, or
- Fair and transparent application and appointment processes.

Recognition

17. Oxford SU values and recognises the commitment our volunteers give through their participation in all our volunteering opportunities. The achievements of Oxford SU volunteers will be appropriately recognised on Oxford SU communication channels.

18. Oxford SU Volunteers are able to list Oxford SU staff as a reference for future employment.

Wellbeing and Support

19. The wellbeing of our volunteers is a priority for the Students' Union. Therefore, it's important that students' wellbeing and studies come first and foremost. The hours that volunteers dedicate to their role are flexible and if managed appropriately should not impact on their University studies. If a volunteer is concerned about managing their volunteering role along with their studies, they should reach out to the appropriate Students' Union staff member.

20. If any volunteer no longer wishes to hold their role, they are able resign by contacting a Students' Union staff member at any time. The staff member will offer appropriate support and the student will not be required to explain why they are stepping down.

21. Attempts will be made to gain feedback and evaluation from all volunteers involved in Students' Union volunteering roles. This feedback will be used to draw conclusions and recommendations for future volunteering opportunities.

Data protection

22. Oxford SU is committed to meeting its obligations under the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) and will strive to observe the law in all collection and processing of subject data for volunteers. We will only use data in ways relevant to carrying out its legitimate purposes and functions as a charity and in a way that is not prejudicial to the interest of individuals/volunteers. Oxford SU will take due care in the collection and storage of

any sensitive data including training volunteers to use data sensitively. Oxford SU staff will do their utmost to keep all data accurate, up-to-date and secure.

- 23. Usually, Oxford SU volunteers will be listed on the Oxford SU website so that students can contact them. Any student who would rather not be listed publicly can make SU staff aware and have this changed.

Agreement Terms

- 24. This agreement is binding in honour only, is not intended to be a legally binding contract between us, and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Policy Review

- 25. The Students' Union Chief Executive will ensure that this policy is reviewed every two years or where there are changes in relevant legislation. The People & Culture Subcommittee will approve any changes to this policy.

Please acknowledge that you understand the contents of this agreement by signing, dating and returning to studentengagement@oxfordsu.ox.ac.uk.

Signed by Volunteer:

Print name:

Date: