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Welcome to volunteering with Bradford Museums and Galleries. We really hope you enjoy volunteering with us and thank you so much for your contribution and support. Our volunteers share their time and talents to enhance our work, caring for and helping us to increase visitor access to the collections. In return, volunteers are highly valued by Bradford Museum and Galleries and their contribution to the aims of the organisation is appreciated across the service.

Our relationship with volunteers is one of mutual benefit and we are committed to providing valuable volunteer opportunities with clearly defined roles. We aim to offer genuine equal opportunities to a wide variety of people looking to volunteer and in a way which reflects the diversity of the people who live in our district.

There are many volunteer roles within the service and they include - cataloguing volunteers who work behind the scenes documenting and digitising our collections; museum assistants who take a front of house role in the galleries, welcoming our visitors and volunteer guides who provide a special service to visitors wanting to be shown around our exhibitions.
Our Mission

Bradford Museums and Galleries (BMG) exists to provide a high quality museums and galleries service that is responsive, inspiring and challenging, and through active community engagement enriches the lives of the citizens of Bradford and district, and enhances the profile of Bradford as a place to visit.
About us

Bradford Museums and Galleries consist of four sites run by the City of Bradford Metropolitan District Council; they are Bolling Hall Museum, Bradford Industrial Museum Cartwright Hall Art Gallery and Cliffe Castle Museum in Keighley. Volunteers work at each of these sites.

Volunteers working with the collections team in the store at Bradford Industrial Museum
BOLLING HALL

Bowling Hall Road, Bradford, BD9 4NS Tel 01274 431212

Bolling Hall museum, the oldest public building in Bradford, has been open as a museum since 1915.

With parts of the building dating from the medieval times, Bolling Hall is a mixture of styles with every nook and cranny packed with history. During the Civil War the household supported the Royalist cause, and the house provided a stronghold during the ‘siege of Bradford’. The ghost room is where the Earl of Newcastle is said to have been visited by a ghost begging him to ‘Pity poor Bradford’ causing him to change his orders.

Rooms are furnished and decorated to give an accurate taste of life at different periods of the house’s history, and the fascinating furniture on display includes a superb bed made for Harewood House by Thomas Chippendale.

Bolling Hall Library is now located in Bolling Hall Museum. Further information on the Bradford Libraries website.
BRADFORD INDUSTRIAL MUSEUM

Opened in 1974, this museum was one of the first industrial museums in the country and is housed in an old spinning mill.

Bradford was once Britain’s fastest growing industrial city and was nicknamed ‘Worstedopolis’ because the district grew rich making ‘worsted’, a fine wool fabric used in top quality clothing. In the latter half of the 20th century textile industry declined rapidly and this museum was created to preserve the industrial heritage of the city.

On the ground floor, there are galleries with steam engines, printing machines and the transport collection as well as a temporary exhibition area with a programme of displays that change throughout the year.

On the first floor, spinning, combing, drawing and weaving machinery are demonstrated daily. Outside, a mill manager’s house is presented in great splendour and a cobbled street with back-to-back houses display how workers lived.
CARTWRIGHT HALL ART GALLERY

Lister Park, Bradford, BD4 7LP  Tel: 01274 431212

Much of the original money for Cartwright Hall was gifted by Samuel Cunliffe Lister, the wealthy owner of nearby Lister’s Mill. Lister sold his home, known as Manningham Hall and all the land around it, to Bradford Council for half its value of £40,000. Manningham Hall was demolished to make way for a brand new art gallery set in a beautiful public park.

Opened in 1904, the new art gallery was named after Edmund Cartwright, who was a brilliant textile engineer and inventor of the wool combing machine. Lister was very grateful to him as his fortune was due to the mechanisation of the wool trade; his own Lister’s Mill was world famous for producing some of the finest silk and velvet in the world.

Today, Cartwright Hall offers an exciting programme of changing exhibitions as well as permanent galleries displaying work from different cultures and times. In the ‘Connect’ galleries, on the first floor, you can see over two hundred eastern and western works of art displayed according to the themes of ‘People, Place and Imagination’.
This building started out as a house known as Cliffe Hall and then in the 1870’s local textile millionaire, Henry Isaac Butterfield bought the house and had it transformed into a spectacular mansion. But by the 1940’s Cliffe Castle stood empty and neglected. In 1950, local MP, Sir Bracewell Smith bought the house for the people of Keighley at the price of £18,000. He found the funds to renovate the house and in 1959 it was opened as a museum.

Today we find Cliffe Castle Museum stood in the attractive grounds of Cliffe Castle Park with greenhouses, aviaries and a children’s play area. The museum itself is an Aladdin’s cave of treasures. Four reception rooms are set out in the gorgeous style used by Butterfield to impress his important guests.

The Airedale Gallery plots a 4,500 million year journey through the landscape of Airedale from the birth of the planet to present day, the Archaeology Gallery tells the story of human history in Airedale over 12,000 years and the Working Landscapes Gallery turns the spotlight on the way in which local crafts, trades and industries have shaped Airedale.
Support for Volunteers

TRAINING

You will be provided with a site induction and training for your particular voluntary role. This will include a written description of your role and all relevant health and safety information plus a full site induction.

SUPPORT

You will be assigned a member of staff to act as your supervisor and you will also be supported by the Volunteer Co-ordinator who is there to help with any queries or concerns.

Volunteer working with technician Pav Chana at Bradford Industrial Museum

ZONES

At each site you will find a volunteer ‘zone’ – a place where you will find lockers to keep your personal possessions in, a place to hang your coat, the volunteer’s notice board where you
will find your badge and relevant information and somewhere to sit down and have a cup of tea or coffee in your break. Free tea, coffee and biscuits will be provided.

COMMUNICATION

We welcome feedback from volunteers. This can be done on an informal basis in conversation, email or a phone call to the Volunteer Co-ordinator. There will also be a suggestions book pinned up on each volunteers’ notice board for you to write your thoughts ideas or concerns in. All volunteers will be invited to our Volunteers’ A.G.M. We will keep you informed with news and information through the volunteers’ newsletter which is distributed quarterly via email or post.

RECOGNITION

As a way of saying thank you for huge contribution volunteers make to the service and in recognition of the support they give - all volunteers receive a Christmas card are invited to the Bradford Museums and Galleries Volunteers’ Summer and Christmas Parties which include free food and entertainment.

EXPENSES

You may claim expenses towards reimbursement of travel costs to and from the site you work at. Please keep travel and petrol receipts and fill in the form for either public or private travel costs on a monthly basis.

The procedure for claiming these expenses will be explained fully by the Volunteer Co-ordinator. Please note that we cannot reimburse claims over 3 months in arrears.
Important Information

SIGNING IN

Please sign yourself in and out of each site. You will be shown where and how to do this at your site induction. We ask you to do this so that we know who is in the building at any one time for fire safety and security of the collections.

BADGES AND DRESS CODE

Please wear your volunteer I.D. lanyard at all times whilst volunteering so that visitors, staff and other volunteers know who you are.

Clean, smart/casual clothing is suitable for most volunteer roles. If your role requires any protective equipment or clothing such as overalls, boots or gloves we will provide them.
MOBILE PHONES

If your role is one in which you are dealing with the public, please switch it to silent or keep it in the locker provided during your volunteering session.

FIRST AID

You are not responsible for the provision of first aid to anyone on site, including yourself. If first aid assistance is needed, you must ask a member of staff to arrange for a first aider to attend. First aid boxes are maintained by the paid staff, and are usually placed and at the front desk at each site.

HEALTH AND SAFETY

We have a robust health and safety structure. Risk Assessments are kept up to date and copies of these are held by the manager at each site – if you would like to see copies of these then please ask.

Please be aware of trip hazards or other safety issues and report them to the site manager (or other staff) as soon as possible.

FIRE EVACUATION

In the event of a fire evacuation, you are not responsible for anyone other than yourself. If the fire bell rings continuously for more than 30 seconds, assume it is an evacuation and leave the building as quickly and calmly as possible, via the nearest fire exit. If you are speaking to visitors, please alert them to leave the building. Staff will aid visitors out of the
building. Do not linger to put objects away or to retrieve personal items from lockers. The congregation point will be highlighted during your site induction. Once in the congregation area, you will be ticked off the signing in sheet to show that you are safely out of the building. We will show you the fire escapes closest to your work area during the induction.

SMOKING

All of our sites are designated as non smoking and no-one is allowed to smoke inside or at the front of any of our buildings. If you want to smoke during your break, please ask a member of staff where the best place to go is.

CANCELLING A SESSION AND CONTACT NUMBERS

If you cannot make a session you have arranged to work, please contact us as soon as possible. Telephone the site directly and speak to the person in charge of your work or leave a message with the Volunteer Co-ordinator.

The telephone numbers of each site are:

- Bolling Hall: 01274 431826
- Bradford Industrial Museum: 01274 435900
- Cartwright Hall Art Gallery: 01274 431212
- Cliffe Castle Museum: 01535 618231
### Volunteer Training Record

You can keep a record of your training whilst being a volunteer below

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Volunteer Policy

1 PRINCIPLES

1.1 Volunteers are highly valued by Bradford Museum and Galleries and their contribution to the aims of the organisation is appreciated across the service. Our relationship with volunteers is one of mutual benefit and we are committed to providing valuable volunteer opportunities with clearly defined roles.

1.2 Volunteers are defined as people who, of their own free will, offer their services to Bradford Museums and Galleries without the expectation of, or receipt of payment.

1.3 The relationship between volunteers and the service does not create a legally binding contract or a relationship of employment. We accept volunteers at our discretion, and on the understanding that the relationship with the volunteer may be terminated by either side at any time, without notice and for whatever reason.

1.4 Volunteers are not a substitute for employees and we do not recruit volunteers to replace paid staff.

2 RECRUITMENT AND SELECTION

2.1 Bradford Museums and Galleries are committed to engaging a diverse volunteer team and one which reflects the communities of the Bradford district; Bradford Council’s Equal Opportunities policy is adhered to when recruiting volunteers.

2.2 We advertise volunteer opportunities in a way which is widely accessible - on the Bradford Museums and Galleries website, Facebook and through Twitter as well as through other organisations such as Volunteering Bradford. Volunteers will be invited to fill in an application form and subject to this, are then invited to attend a meeting to determine whether they are suitable for the volunteer role.

2.3 Bradford Museums and Galleries requests references for volunteers.

2.4 Volunteer roles will be allocated in a way which balances the skills and interests of the
volunteer with the needs of the organisation.

2.5 Volunteers who work directly with children, young people and vulnerable adults will require a DBS (disclosure and barring service) check before starting their role.

2.6 People from outside the European Economic Area must ensure that they have a visa which permits them to volunteer in the UK before applying to be a volunteer.

2.7 Children and young people under 18 will volunteer only as part of particular programmes of work or projects and with appropriate supervision.

3 TRAINING AND SUPPORT

3.1 Volunteers will be provided with an induction and training appropriate to their particular volunteer role. This will include a written description of their role, the likely period of the role and all relevant health and safety information.

3.2 All volunteers will be assigned a member of staff to act as their supervisor during their time volunteering and can contact the Volunteer Co-ordinator with any queries or concerns.

3.3 Volunteers will have the opportunity to take part in feedback sessions. This can be done on an informal basis with the Volunteer Co-ordinator or formally at the Bradford Museums and Galleries Volunteer’s A.G.M.

4 EXPENSES

4.1 Volunteers may claim expenses towards reimbursement of travel costs to and from the site they will be working at. The procedure for claiming these expenses will be explained fully by the Volunteer Co-ordinator.

5 DIVERSITY AND EQUALITY

5.1 Bradford Museums and Galleries is committed to developing a diverse volunteer team and to making volunteering as accessible as possible by being responsive to the
different needs of our volunteers.

5.2 When required and where possible, the service will make reasonable adjustments to volunteering roles to support the full and safe involvement of volunteers with differing needs.

5.3 Efforts will be made to target certain volunteer roles to specific groups under represented within the volunteering demographic.

6 HEALTH AND SAFETY

6.1 Bradford Museums and Galleries are committed to ensuring the safety of all volunteers. Volunteers are required to attend training sessions necessary to meet the health and safety requirements of their role and to follow all instructions relating to this training.

6.2 Volunteers will be covered by the Council’s Public Liability and Personal Accident insurance in the course of their volunteering.

7 CONFIDENTIALITY

7.1 Volunteers should uphold the name of Bradford Museums and Galleries and maintain the confidentiality of all information they are exposed to while volunteering.

7.2 All volunteers’ personal information will be stored securely and in accordance with the Data Protection Act (1998).
EQUAL OPPORTUNITIES POLICY

As part of Bradford Council, Bradford Museums and Galleries is committed to the principles of creating a fair and inclusive society

• Promoting equal rights and the benefits of diversity
• Eliminating all forms of unlawful discrimination, inequality, exclusion, victimisation, harassment and bullying.

All volunteers will be expected to comply with the statement above in relation to their work for the service. For further information about Bradford Council’s equal opportunities policy please go the website www.bradford.gov.uk

SAFEGUARDING POLICY

Bradford Museums and Galleries are committed to ensuring a safe environment for all people visiting and working within our service. Our Safeguarding Policy details our code of conduct and procedures to ensure the safety and protection of all those visiting and working in our museums and galleries.
PROBLEM SOLVING PROCEDURE

Problem solving procedures are in place to ensure that all our volunteers are dealt with in a fair and consistent manner.

If you have a problem with this organisation, a member of staff or another volunteer we hope that most issues can be dealt with informally by discussing the matter directly and amicably with the person concerned. If this is not possible or you feel uncomfortable about raising it directly, you should:

- Speak to the Volunteer Co-ordinator who will investigate the matter and mediate on your behalf.
- If the complaint is about the Volunteer Co-ordinator you should raise it with the appropriate site manager.
- If the issue is not resolved or if you or not happy with the outcome following informal discussion, your complaint should be put in writing to the Volunteer Co-ordinator or if the complaint is about the Volunteer Co-ordinator, the appropriate site manager.

We will aim to meet with you within 14 days of receipt of your written complaint to deal with the matter.

FULL COPIES OF OUR SAFEGUARDING POLICY AND PROBLEM SOLVING PROCEDURE ARE AVAILABLE FROM THE VOLUNTEER CO-ORDINATOR.
Volunteer Agreement

This agreement outlines what you can expect from us, and what we expect of you

RIGHTS

• all volunteers will have a clear role and written details will be provided
• all volunteers will receive a copy of Bradford Museum and Galleries Volunteer Policy
• all volunteers are covered by Bradford Metropolitan District Council’s Public liability insurance, whilst on BMDC premises
• all volunteers will be provided with safe working conditions and appropriate training in health and safety as required
• all volunteers will work in an environment free from discrimination on the grounds of race, gender, sexuality, disability and age
• all volunteers will be provided with the opportunity to attend appropriate training as necessary
• there will be clear lines of communication and appropriate levels of support and supervision

RESPONSIBILITIES  Volunteers will:

• read and agree to the terms in the volunteer policy
• act as a responsible representative of Bradford Museums and Galleries
• accept supervision and follow instructions given by paid staff
• be willing to learn and undertake training as required
• work co-operatively with others
• respect confidences and protect privileged information as outlined in the volunteer policy
• undertake tasks safely using agreed risk assessment procedures and immediately inform staff of any health and safety concerns
• refer any difficulties or concerns to the appropriate member of staff

I, ................................................................. agree to the terms of the above agreement.

Signed ........................................................... (Volunteer)

Signed ........................................................... (Nominated supervisor)  Date ............................
### Volunteer Exit Form

Thank you for your contribution to Bradford Museums and Galleries – in order to improve the experience of volunteers in the service we would appreciate it if you would fill in the form below

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<th>Date</th>
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<tr>
<th>Statement</th>
<th>Agree</th>
<th>No opinion</th>
<th>Disagree</th>
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<tbody>
<tr>
<td>The application/interview process was good</td>
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<tr>
<td>The welcome/ induction when you first started was good</td>
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<tr>
<td>You received enough training and support</td>
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<td>You felt valued in your role</td>
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<td>Appropriate resources were provided for you</td>
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<td>There were clear lines of communication</td>
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<td>You would recommend volunteering for BMG to other people</td>
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How could your volunteer experience placement have been improved?

Have you any other comments to make about your experience of volunteering with us?