



VOLUNTEERING

POLICY AND PROCEDURE

Version	Date	Author	Notes
1	May 2026	DF	Board Approval (Minute 2026/27:015)

Ramsey Town Commissioners recognises that volunteers make a vital contribution to community life. In alignment with its Strategic Plan, which aims to build a thriving, inclusive, and resilient town, the Commissioners are committed to engaging volunteers in ways that complement and enhance services, foster civic pride, and strengthen community cohesion.

The Commissioners will:

- Provide fair and open access to volunteering opportunities.
- Ensure that volunteers are welcomed, supported, and valued for their contributions.
- Safeguard the wellbeing of volunteers, staff, and service users.
- Work collaboratively with partners to develop meaningful and impactful volunteering opportunities.
- Promote volunteering as a means of developing skills, enhancing wellbeing, and strengthening Ramsey's identity as "a better place to be."

This policy statement is supported by a volunteer welcome guide outlining how volunteering will be recruited, managed, and recognised across all areas of the Commissioners' work.

Procedures

1. Recruitment and Selection

A fair, transparent, and robust recruitment process will be implemented for all volunteer roles. Role descriptions and application forms will be made available via the Commissioners' website and partner organisations.

All recruitment activity will adhere to equal opportunities principles. While volunteer roles may be time-limited, opportunities for renewal will be considered where appropriate. Volunteers will be asked to demonstrate flexibility in the roles they undertake.

2. Information and Training

Volunteers will be provided with information about the work of the Commissioners, including how their contribution supports the development of Ramsey as a better place to live and work.

An induction programme will be developed and Volunteers will not be permitted to carry out volunteer work until they have completed the relevant induction programme.

Appropriate training will be provided to enable volunteers to perform their duties effectively. This may include training in areas such as health and safety, moving and handling, safeguarding, data protection, emergency procedures, and risk awareness. Volunteers are expected to fully engage with all training provided and achieve satisfactory outcomes where applicable.

3. Supervision and Support

Volunteers will be encouraged to work independently where appropriate; however, each volunteer will be assigned a named supervisor who is a member of employed staff. Regular check-ins will be conducted, proportionate to the level of responsibility involved.

Where volunteers operate in groups, a team leader will be appointed. This role may vary depending on the nature of the volunteering activity. Supervisors and team leaders will provide ongoing support, guidance, and assistance with problem-solving.

4. Health, Safety, and Wellbeing

Volunteers will not be asked to undertake tasks that have not been subject to appropriate risk assessment. All relevant risks will be communicated prior to the commencement of any activity.

Volunteers are required to comply with all applicable staff regulations and health and safety procedures, taking reasonable care for their own safety and that of others, including colleagues and members of the public. Breaches of health and safety requirements may result in appropriate action.

Volunteers should familiarise themselves with all relevant policies and operational guidance. Any medical, access, or other requirements must be communicated to the assigned supervisor so that appropriate adjustments can be made.

5. Safeguarding

Volunteers will not ordinarily be required to undertake unsupervised work with children or vulnerable adults. All individuals are expected to act in a manner that safeguards both themselves and others.

Where required, appropriate training and background checks, including Disclosure and Barring Service (DBS) or Isle of Man equivalent checks, will be completed.

6. Confidentiality and Data Protection

Volunteers will be reminded not to disclose any confidential information relating to employees, elected members, or members of the public obtained during their volunteering activities.

No documents or materials belonging to the Commissioners, or containing confidential information, may be removed by volunteers from the premises without prior authorisation.

All personal data for volunteers must be managed in accordance with applicable data protection legislation, including General Data Protection Regulation requirements.

7. General Conduct

Volunteers will be made aware of the relevant code of conduct and the behaviours expected from them.

9. Insurance

RTC Volunteer activities are covered by the RTC Public liability insurance, however, volunteers using their own vehicles must ensure that appropriate insurance cover is in place.

10. Moving On / Exit

The Commissioners reserve the right to end a volunteer's involvement at any time, with reasons provided. Volunteers who wish to cease their involvement are expected to provide formal notice in writing.

References and recognition statements may be provided where appropriate.

11. Expenses

Reasonable out-of-pocket expenses may be reimbursed for agreed activities, subject to prior approval by the Town Clerk.

12. Review

This policy and associated procedures will be reviewed annually, or sooner if required due to changes in legislation or practice.

The contributions and achievements of volunteers will be formally recognised and, where appropriate, publicly acknowledged with their consent.