



Volunteer Management Policy

Document Control

ITEM	DETAILS
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Policy Title	Volunteer Management Policy
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Applies To	All Volunteers, Directors and anyone coordinating volunteers on behalf of Gravesham Pride CIC
Related Policies	Governance Handbook, Volunteer Code of Conduct, Equality, Diversity, Inclusion & Accessibility Policy, Safeguarding Policy, Health, Safety & Lone Working Policy
Related Legislation	Equality Act 2010, Health and Safety at Work etc. Act 1974, Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR), Safeguarding Vulnerable Groups Act 2006 (where applicable)

1. Purpose

Volunteers are the heart of Gravesham Pride CIC.

Every event, project and community initiative relies upon the commitment, enthusiasm and generosity of people who freely give their time, skills and experience to help create safe, inclusive and welcoming Pride events for everyone.

Gravesham Pride CIC is committed to providing a positive, supportive and rewarding volunteering experience where every volunteer feels welcomed, respected, valued and empowered to contribute

The purpose of this policy is to explain how Gravesham Pride CIC recruits, supports, develops and recognises volunteers, whilst ensuring that volunteering is organised fairly, consistently and safely.

This policy reflects our belief that volunteering should be:

- inclusive
- accessible
- enjoyable
- flexible
- meaningful
- rewarding
- well supported

We recognise that volunteers give their time freely and without expectation of payment.

In return, Gravesham Pride CIC is committed to ensuring that volunteers receive appropriate support, guidance, training and recognition throughout their volunteering journey.

2. Scope

This policy applies to everyone who volunteers on behalf of Gravesham Pride CIC, regardless of the role they undertake or the amount of time they contribute. This includes, but is not limited to:

- Event Volunteers
- Volunteer Team Leaders
- Event Leads
- Committee Volunteers
- Directors acting in a volunteer capacity
- Volunteer Marshals
- Accessibility Volunteers
- Welfare Volunteers
- Performer Support Volunteers
- Registration Volunteers
- Community Engagement Volunteers
- Fundraising Volunteers
- Administrative Volunteers
- Anyone undertaking authorised voluntary activities on behalf of Gravesham Pride CIC

This policy applies throughout the volunteer journey, including:

- recruitment
- selection
- induction
- training
- active volunteering

- wellbeing and support
- recognition
- ending a volunteering arrangement

3. Our Volunteer Principles

Gravesham Pride CIC believes that volunteering should benefit both the individual and the organisation. Every volunteer should feel that they are making a genuine difference while being supported to volunteer safely and confidently.

We are committed to creating a volunteering environment that is:

Inclusive

Everyone should have an equal opportunity to volunteer regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other characteristic. We are committed to removing unnecessary barriers to volunteering wherever reasonably practicable.

Respectful

Every volunteer deserves to be treated with dignity, kindness and respect. We expect volunteers to treat others in the same way. Bullying, harassment, discrimination and abusive behaviour have no place within Gravesham Pride CIC.

Safe

The health, safety and wellbeing of our volunteers are fundamental to everything we do.

We will provide appropriate information, guidance, equipment and support to help volunteers carry out their roles safely.

Supportive

Volunteers should never feel that they are expected to manage difficult situations alone. Support, advice and guidance will always be available from Directors, Event Leads or Team Leaders where appropriate.

Flexible

We recognise that volunteers contribute around work, education, family commitments and personal responsibilities. Wherever possible, volunteering opportunities will be designed to offer flexibility while meeting the operational needs of the organisation.

Rewarding

We want volunteering with Gravesham Pride CIC to be enjoyable, meaningful and rewarding. We value every contribution, regardless of the amount of time someone is able to give.

4. Our Commitment to Volunteers

Gravesham Pride CIC is committed to creating a positive volunteering experience.

We will:

- welcome every volunteer with respect and kindness
- provide clear information about volunteer roles
- recruit fairly and transparently
- provide appropriate induction and training
- provide support throughout volunteering
- promote equality, diversity, inclusion and accessibility
- listen to volunteer feedback
- recognise and celebrate volunteer contributions

- provide opportunities for volunteers to develop new skills and confidence
- maintain safe volunteering environments
- treat all volunteers fairly and consistently

We recognise that volunteers freely choose to support our organisation. We will never take that commitment for granted.

5. Policy

5.1 Volunteering with Gravesham Pride CIC

Volunteering is entirely voluntary. There is no obligation for an individual to volunteer, nor is there any obligation for Gravesham Pride CIC to provide volunteering opportunities.

Volunteering with Gravesham Pride CIC does not create a contract of employment or any employment relationship.

Volunteers freely choose the opportunities they wish to undertake, subject to the operational needs of the organisation.

We recognise that people volunteer for many different reasons, including:

- supporting their local community
- celebrating Pride
- developing confidence
- gaining experience
- meeting new people
- learning new skills
- giving something back

Every reason for volunteering is equally valued.

5.2 Equality of Opportunity

Gravesham Pride CIC is committed to ensuring that volunteering opportunities are open to everyone.

Volunteer recruitment, selection, training and support will be based on the needs of the role and not on irrelevant personal characteristics.

Reasonable adjustments will be considered wherever practicable to enable volunteers to participate fully.

We believe that a diverse volunteer team strengthens our organisation and better reflects the communities we proudly serve.

5.3 Volunteer Roles

Volunteers undertake a wide variety of roles across the organisation.

Roles may include:

- Event Support
- Registration
- Pride March Marshals
- Accessibility Support
- Welfare
- Performer Liaison
- Stage Support

- Runner
- Information Point
- Community Engagement
- Set-up and Close-down
- Environmental Team
- Administration
- Fundraising
- Committee Support

Volunteer roles may evolve over time to reflect the changing needs of the organisation. Role descriptions will normally be provided before volunteering begins.

5.4 Volunteer Recruitment

Gravesham Pride CIC is committed to recruiting volunteers in a fair, open and inclusive manner.

We welcome applications from people with a wide range of backgrounds, experiences and skills who share our values and wish to support our mission.

Volunteer opportunities will be promoted through appropriate channels, which may include:

- the Gravesham Pride website
- social media platforms
- community organisations
- volunteer fairs
- partner organisations
- local events
- word of mouth

Information about volunteer opportunities will clearly explain:

- the purpose of the role
- the expected responsibilities
- any skills or experience that may be helpful
- any training provided
- any minimum age requirements
- any safeguarding or disclosure requirements where applicable

We recognise that people volunteer for different reasons and will seek to offer opportunities that are accessible and meaningful to a diverse range of individuals.

5.5 Volunteer Selection

Our aim is to place volunteers into roles where they can contribute safely, confidently and effectively. The selection process will be proportionate to the nature of the role.

Depending on the role, this may include:

- a volunteer application form
- an informal conversation
- confirmation of availability
- consideration of previous experience
- references where appropriate
- identity checks where required
- Disclosure and Barring Service (DBS) checks where legally required or considered appropriate

Selection decisions will always be based upon:

- suitability for the role
- organisational requirements
- the safety of volunteers and the public
- our commitment to equality, diversity, inclusion and accessibility

Where someone is not offered a particular volunteer role, alternative opportunities may be discussed where appropriate.

5.6 Volunteer Induction

Every volunteer should receive an appropriate introduction before undertaking their role.

The level of induction will reflect the responsibilities of the volunteer position.

Induction may include:

- an introduction to Gravesham Pride CIC
- our vision, mission and values
- volunteer expectations
- safeguarding responsibilities
- equality, diversity, inclusion and accessibility
- health and safety information
- emergency procedures
- event-specific briefings
- who to contact for support
- issue of volunteer clothing or equipment where applicable

Our aim is to ensure that every volunteer feels welcomed, prepared and confident before they begin volunteering.

5.7 Volunteer Learning and Development

Gravesham Pride CIC is committed to helping volunteers develop the knowledge and confidence required for their roles.

Learning opportunities may include:

- event briefings
- online learning
- face-to-face training
- practical demonstrations
- mentoring
- role-specific guidance
- safeguarding training
- accessibility awareness
- equality and inclusion training
- health and safety training

Where opportunities arise, volunteers may also be supported to develop additional skills that benefit both themselves and the organisation.

Learning is an ongoing process, and volunteers are encouraged to ask questions and seek support whenever required.

5.8 Volunteer Support

Volunteers should always feel supported while carrying out their roles. Support may be provided by:

- Directors
- Event Leads
- Team Leaders
- experienced volunteers
- designated Welfare Volunteers

Volunteers should never feel that they must deal with difficult situations alone.

If a volunteer feels unsure about any aspect of their role, they should seek advice at the earliest opportunity.

Gravesham Pride CIC encourages an open and supportive environment where questions are welcomed and support is readily available.

5.9 Volunteer Wellbeing

The wellbeing of our volunteers is important to us.

We recognise that volunteering should be a positive and enjoyable experience.

We are committed to creating an environment where volunteers feel:

- welcomed
- respected
- supported
- included
- safe
- appreciated

Where reasonably practicable, volunteers will be encouraged to:

- take appropriate rest breaks
- stay hydrated
- wear suitable clothing
- seek support if they feel overwhelmed
- raise concerns about their wellbeing

We understand that circumstances may change, and volunteers are encouraged to speak openly if they require additional support or adjustments.

Where appropriate, reasonable adjustments will be considered to enable volunteers to participate safely and confidently.

5.10 Volunteer Expenses

Gravesham Pride CIC recognises that volunteering should not place individuals at an unreasonable financial disadvantage.

Where funding and organisational resources allow, volunteers may be reimbursed for reasonable pre-approved expenses incurred whilst volunteering on behalf of the organisation.

This may include:

- agreed travel expenses

- parking charges
- purchases authorised in advance
- other agreed expenditure incurred on behalf of the organisation

Claims should be supported by appropriate receipts wherever reasonably practicable.

The reimbursement of expenses does not constitute payment for volunteering and does not create an employment relationship.

5.11 Recognising Our Volunteers

Our volunteers are one of our greatest strengths. We are committed to recognising the time, energy and enthusiasm that volunteers contribute to Gravesham Pride CIC.

Recognition may include:

- thanking volunteers personally
- volunteer celebration events
- certificates of appreciation
- references where appropriate
- recognition through organisational communications
- long-service recognition
- opportunities for increased responsibility where appropriate

Every contribution, regardless of size, helps make Gravesham Pride possible.

5.12 Ending a Volunteering Arrangement

Volunteering with Gravesham Pride CIC is entirely voluntary. A volunteer may decide to stop volunteering at any time.

Likewise, there may occasionally be circumstances where the organisation decides that a volunteering arrangement should come to an end.

Examples may include:

- the volunteer choosing to leave
- the role no longer being required
- significant or repeated breaches of the Volunteer Code of Conduct
- safeguarding considerations
- health and safety concerns
- organisational restructuring

Wherever possible, decisions will be discussed openly and respectfully.

Our aim is always to conclude volunteering arrangements professionally, fairly and with dignity.

Volunteers will normally be invited to provide feedback about their experience so that we can continue improving the way we support our volunteer community.

6. Roles and Responsibilities

6.1 Board of Directors

The Board of Directors is responsible for:

- approving this policy
- promoting a positive volunteering culture
- ensuring appropriate volunteer governance

- supporting volunteer development
- ensuring adequate resources are available to support volunteers wherever reasonably practicable

6.2 Directors and Volunteer Coordinators

Those responsible for coordinating volunteers should:

- recruit volunteers fairly
- provide appropriate information and support
- ensure volunteers receive relevant training
- promote safe volunteering
- encourage inclusion and respect
- recognise volunteer contributions
- respond appropriately to concerns raised by volunteers

6.3 Volunteers

Every volunteer is expected to:

- uphold the values of Gravesham Pride CIC
- comply with organisational policies
- volunteer safely and responsibly
- treat others with dignity and respect
- seek support whenever needed
- contribute positively to the organisation

7. Monitoring and Compliance

The Board of Directors is responsible for ensuring that this policy is implemented effectively and continues to reflect the needs of Gravesham Pride CIC and its volunteers.

The effectiveness of this policy will be monitored by:

- reviewing volunteer recruitment and retention
- considering volunteer feedback
- reviewing learning from events and activities
- identifying opportunities to improve the volunteer experience
- reviewing volunteer training and development
- monitoring equality, diversity, inclusion and accessibility within volunteering
- considering lessons learned following incidents or concerns involving volunteers

The Board will use this information to continuously improve the way volunteers are recruited, supported and recognised.

8. Equality Statement

Gravesham Pride CIC believes that volunteering should be open to everyone.

We are committed to creating a volunteering environment that is welcoming, inclusive and free from discrimination.

Volunteer opportunities will be offered fairly and without discrimination on the grounds of:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity

- race
- religion or belief
- sex
- sexual orientation

Where reasonably practicable, we will make reasonable adjustments to remove barriers to volunteering and support individuals to participate safely and confidently.

We recognise that every volunteer brings unique experiences, skills and perspectives that strengthen our organisation.

9. Policy Review

This policy will normally be reviewed every two years. An earlier review may be undertaken where:

- legislation changes
- organisational learning identifies improvements
- volunteer feedback suggests changes are required
- governance arrangements change
- the Board determines that revisions are necessary

The Board of Directors is responsible for approving any amendments to this policy.

Appendix A – Practical Examples

The following examples illustrate how this policy should be applied in practice.

Example 1 – New Volunteer

Situation

A member of the public expresses an interest in volunteering at Gravesham Pride for the first time.

Expected Practice

They are welcomed, provided with information about volunteering opportunities, invited to complete the volunteer application process and offered an appropriate induction before undertaking their role.

Inappropriate Practice

Expecting them to volunteer without any explanation of the organisation or their responsibilities.

Example 2 – Reasonable Adjustment

Situation

A volunteer advises that they have a disability and would benefit from a role that involves less walking during the event.

Expected Practice

The volunteer's request is discussed respectfully and, where reasonably practicable, an alternative role is identified that enables them to volunteer safely and confidently.

Inappropriate Practice

Automatically assuming the individual is unable to volunteer or refusing to consider reasonable adjustments.

Example 3 – Volunteer Support

Situation

A volunteer becomes overwhelmed while dealing with a large number of attendees at an information point.

Expected Practice

The volunteer requests support from their Team Leader or Event Lead, receives assistance and is given an opportunity to take a short break before returning to their role if appropriate.

Inappropriate Practice

Leaving the volunteer unsupported or expecting them to continue despite clearly struggling.

Example 4 – Training

Situation

A volunteer has been allocated to a Pride March Marshal role for the first time.

Expected Practice

They receive a role briefing covering their responsibilities, communication arrangements, emergency procedures and health and safety information before the event.

Inappropriate Practice

Assuming previous volunteering experience removes the need for any briefing.

Example 5 – Recognition

Situation

A volunteer has supported Gravesham Pride over several years and has consistently contributed significant time to the organisation.

Expected Practice

Their contribution is acknowledged and celebrated through appropriate volunteer recognition initiatives.

Inappropriate Practice

Taking long-term volunteers for granted or failing to recognise their contribution.

Example 6 – Volunteer Feedback

Situation

Following an event, several volunteers suggest improvements to the volunteer briefing process.

Expected Practice

The feedback is considered positively and used to improve future volunteer inductions and event briefings where appropriate.

Inappropriate Practice

Ignoring feedback because the event has already finished.

Example 7 – Ending Volunteering

Situation

A volunteer decides that they are no longer able to commit their time due to personal circumstances.

Expected Practice

The volunteer is thanked for their contribution, their decision is respected and they leave the organisation on positive terms with an invitation to return in the future if circumstances allow.

Inappropriate Practice

Making the volunteer feel guilty for stepping away or criticising their decision.

Key Principles

Everything we do should ensure that volunteers feel:

- Welcome.
- Safe.
- Included.

- Supported.
- Appreciated.
- Respected.
- Valued.

Our volunteers are not simply people who help at events.

They are ambassadors for Gravesham Pride CIC and the reason our organisation continues to thrive.

Appendix B – Related Legislation and Governance Documents

Primary Legislation

This policy should be read alongside relevant legislation, including:

- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Safeguarding Vulnerable Groups Act 2006 (*where applicable*)
- Protection of Freedoms Act 2012 (*in relation to Disclosure and Barring Service checks where applicable*)

Related Gravesham Pride CIC Governance Documents

This policy should be read alongside the following Gravesham Pride CIC governance documents:

- Articles of Association
- Governance Handbook
- GP01 – Code of Conduct
- GP02 – Equality, Diversity, Inclusion & Accessibility (EDIA) Policy
- GP03 – Safeguarding Policy
- GP04 – Conflict of Interest Policy
- GP05 – Confidentiality & Data Protection Policy
- GP06 – Speaking Up (Whistleblowing) Policy
- GP07 – Complaints & Concerns Policy
- GP09 – Volunteer Code of Conduct
- GP10 – Health, Safety & Safe Working Policy
- GP11 – Risk Management Policy
- GP12 – Financial Management Policy
- GP13 – Document Control & Records Management Policy
- GP14 – Communications, Branding & Social Media Policy
- GP15 – Environmental Sustainability Policy
- GP16 – Event Governance & Delivery Policy

Good Volunteer Governance Principles

This policy supports Gravesham Pride CIC's commitment to:

- Inclusion
- Community
- Respect
- Volunteer Development
- Accessibility
- Wellbeing
- Safe Volunteering
- Continuous Improvement

Review and Version Control

This appendix will be reviewed whenever there are significant changes to legislation, recognised good practice or related Gravesham Pride CIC governance documents.

Our Promise

Volunteers are the heart of Gravesham Pride CIC.

Every hour given, every skill shared and every act of kindness helps create safe, inclusive and memorable Pride events for our community.

We are committed to ensuring that every volunteer feels welcomed, supported, respected and valued throughout their volunteering journey.

Together, we celebrate diversity, strengthen our community and create Pride that belongs to everyone.