

ENGLISH TOURING OPERA

VOLUNTEER MANAGEMENT POLICY

Purpose

The purpose of this policy is to set out the basis on which ETO recruits and manages the volunteers that support its charitable activities, demonstrating that our approach is fair and that we recognise their contribution to our activity appropriately.

Policy Statement

People of all ages give a little time every year to help English Touring Opera thrive.

Being a touring opera company presents unique challenges, particularly in encouraging new people to attend in places where ETO is the only company performing live opera.

Volunteers help sustain ETO audiences and ensure the company's reach extends across the country.

They contribute to ETO's work in many ways, including:

- Handing out ETO flyers at other local performances.
- Identifying local music groups that might be interested in ETO shows.
- Distributing posters and flyers to local shops and community centres.
- Helping to represent ETO on the ETO Front of House desk at performances.
- Helping in the ETO office.

Our volunteer scheme is designed to be flexible – adapting to the different circumstances of anyone who wants to be involved. We are committed to treating each volunteer with respect.

COMMITMENT

The time-commitment can range from a couple of hours filling envelopes on just one occasion, to a few hours every season distributing flyers near where they live, or to a continuing relationship with ETO over several years where they play a valuable role in identifying and cultivating strategic opportunities for ETO in their local area.

RECRUITMENT

ETO makes direct appeals for volunteers through a page on the ETO website, through social media and in ETO print (eg programmes). These appeals invite people who want to volunteer to contact ETO by email to register their interest.

Some voluntary support develops as a result of dialogue with audience members who first approach ETO with queries, questions or observations – either in person at performances or by letter or email.

A member of ETO staff will respond to those who express interest in volunteering and discuss in more detail how they might like to contribute. The volunteer may then be referred to another member of ETO staff as their primary contact depending on the nature of the contribution they want to make.

VOLUNTEER AGREEMENTS

In most cases, contact between each volunteer and ETO will remain informal. Guidance or materials may be issued by ETO staff as appropriate, but generally no formal Volunteer Agreement will be required.

INDUCTION & TRAINING

ETO staff will conduct volunteer induction and training as necessary.

EXPENSES

Volunteers will be reimbursed for any expenses they incur in the course of their volunteering on behalf of ETO. As far as possible such expenses must be authorised by ETO's General Manager in advance. Reimbursement will be subject to a claim being made to the ETO General Manager with relevant receipts / proof of purchase (ie only "out of pocket" costs will be covered).

PAYMENT

ETO volunteers will not receive any payment; only out of pocket expenses will be covered.

THANKS

ETO volunteers will be credited on the ETO website and in any relevant ETO season programme(s) unless they prefer to remain anonymous. The ETO staff member who acts as their main point of contact is responsible for establishing the name to be included in the credit.

COMPLAINTS

Should ETO volunteers wish to raise any concerns or complaints in the course of their volunteering they will be referred to the ETO Complaints Policy.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Board of Trustees, who have delegated its implementation to the General Manager.

The General Manager will present it to the Board for review annually, with any recommendations for changes/refinements that he/she feels advisable.

REVIEW

This policy is reviewed and updated as required.

Adopted on 26.01.16

Last reviewed: 27.01.17

