

OUR BRISTOL VOLUNTEERS HANDBOOK



Bristol
Volunteers



CONTENTS

03 WELCOME

04 INTRODUCTION

04 Committed to volunteering

05 Who is this handbook for?

06 Recruitment

07 ALUMNI VOLUNTEERING FOR THE UNIVERSITY OF BRISTOL

07 Getting started

07 Equal Opportunities, Diversity, and Inclusion

07 Responsibilities and expectations

08 UNIVERSITY OF BRISTOL'S RESPONSIBILITIES

09 OUR EXPECTATIONS OF YOU

10 YOUR VOLUNTEERING

10 Photos and marketing

10 Media Relations

10 Data Protection and Confidentiality

10 Expenses

11 Insurance

11 Substance Abuse

11 Training and Development

11 Feedback and evaluation

12 Resolving Concerns

12 Your volunteering record

12 Conflict of interest and consumer legislation

13 Support and advice

13 Further Information

WELCOME TO BRISTOL VOLUNTEERS

the University of Bristol's alumni volunteering programme.

As Pro Vice-Chancellor for Student Experience, I know how invaluable alumni volunteers are to our University community.

As a Bristol Volunteer, you bring your expertise, knowledge, and connection to our University to help us develop and strengthen our communities. The time and effort you generously give supports students in making the right decisions for them, creates opportunities for all in the Bristol community and keeps alumni and students connected.

You may choose to give your time as a one-off, across a few different projects or on an ongoing basis. Whichever way you choose to give your time, by becoming a Bristol Volunteer you are joining a powerful collective whose far-reaching impact helps tackle some of the biggest challenges faced by Bristol today. You help make sure that Bristol meets its high standards for our students, that we attract the best of the next generation, and that our community, good news, and good words reach far beyond the limits of the city we all know so well!

Thank you for your ongoing commitment to the University of Bristol.



Professor Sarah Purdy
Pro Vice-Chancellor for Student Experience



COMMITTED TO VOLUNTEERING

Bristol Volunteers – alumni who contribute their time to the development of the University of Bristol – support the student experience, develop the employability skills of students and recent graduates, help the University in its student recruitment, marketing and profile-raising, and strengthen the alumni community. Your work is at the centre of the University’s strategic vision – helping us to offer an inspirational and transformative student experience, and to co-create global communities in an inclusive space for all.

Together, you bring invaluable experience, insight and advice to potential students, current students, alumni, and staff. The University recognises each volunteer and their contribution through the Bristol Volunteers programme, which is managed by the Development and Alumni Relations Office (DARO).





WHO IS THIS HANDBOOK FOR?

Each year, thousands of you take part in alumni volunteering by mentoring, speaking at careers events, providing employer insight, involving your organisation, providing testimonials and profiles for publication, acting in formal roles on boards and committees and organising events for members of the University community.

You – our Bristol Volunteers – support the University by giving your time to carry out roles or activities which have been initiated by, or agreed with, the University. The volunteering relationship between the individual and the University is based on trust. Volunteers are not employed by the University and volunteering does not involve the obligations or legislation associated with employment. No payments, other than the reimbursement of agreed expenses, are made.

This policy is for Bristol alumni who take on an agreed volunteering role or carry out an agreed volunteering activity with the University. This could be organised by DARO, one of our University partners such as the Careers Service or an academic School or Faculty, or an Alumni Network with which we work in partnership. It outlines the principles and expectations which form the relationship between volunteers and the University and provides basic information about volunteering as alumni for the University of Bristol.

The University is always open to discussing new activities and initiatives, as well as supporting existing activities.

RECRUITMENT

The University of Bristol welcomes and respects the breadth of experience, skills, dedication, and goodwill that volunteers bring.

DARO takes steps to ensure that volunteers are suitable for each role. DARO verifies the alumni status of each volunteer, and depending on the specific requirements of the role, could use one or more of the following methods to assess the volunteer's suitability: checking their professional experience and academic qualifications; holding informal conversations; performing background checks; and in some cases, an application, appointment, or election process.

Volunteering opportunities are published widely through DARO communications and DARO also promotes opportunities directly to those who we believe have the right experience for the role.

Depending on the role, we will base our selection on the ability of each applicant to fulfil the role concerned, considering any effect the volunteer may have on the safety of all parties, our brand and reputation.

Following an enquiry, if it is not possible to match alumni with a volunteering role straight away, alumni can sign up to receive our Volunteer's digest via email which lists new opportunities.



GETTING STARTED

Our mission is to connect communities to transform lives – thank you for helping us on our way!

We want to ensure all alumni who volunteer for the University – all individual Bristol Volunteers, volunteering through a specific programme, a one-off arrangement, or a long-term voluntary role, and working with DARO or any of our University partners – have a meaningful, productive, and safe experience.

The University of Bristol's Development and Alumni Relations Office has a dedicated team – the Bristol Volunteers Team – who are on hand to make sure you have a great volunteering experience and that you have everything you need to get started. In most cases, a member of this team will be your staff contact and support you in your role. We also work with staff across the University to offer a diverse and varied range of opportunities so your staff contact will be the staff member who manages the area of work in which you volunteer.

EQUAL OPPORTUNITIES, DIVERSITY, & INCLUSION

You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the University's policies and practices.

RESPONSIBILITIES & EXPECTATIONS

We want you to enjoy volunteering with us and we take our responsibilities towards you seriously. In your role as a Bristol Volunteer, you should endeavour to present the University in a good light, and we ask you act appropriately through your actions and behaviour.



UNIVERSITY OF BRISTOL'S RESPONSIBILITIES

To respect and value your contributions, time, and effort

To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication

To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations

To provide information about the University's ambitions, policies, and procedures

To uphold the University's commitment to a community that is safe and free from discrimination, harassment, and bullying

To make necessary arrangements to ensure your health, safety, and welfare as a volunteer

To offer appropriate training and support for your role

To encourage a positive and friendly atmosphere

To celebrate success and recognise loyalty and dedication

To provide access to trained members of staff, to support, guide and advise you

OUR EXPECTATIONS OF YOU

To aim for high standards of efficiency, reliability, and quality in your volunteering

To contribute to a community that is safe and free from discrimination, harassment, and bullying

To work in partnership with other volunteers and University of Bristol staff

To support, respect and adhere to our organisational policies, guidelines, and management decisions – including all aspects of equal opportunities, safeguarding, health and safety, data protection and use of our brand

To always consider and protect the University's good reputation in your actions and conduct

To act responsibly and within the law

To let your staff contact know first if you have any problems so that we can find a solution together

To let your staff contact know if there are changes in your personal circumstances that may affect your volunteering

To have the best possible experience by getting involved and enjoying your volunteering

YOUR VOLUNTEERING

PHOTOS AND MARKETING

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn. Where an activity is run or led by volunteers, please share these with your staff contact so that they can be used in marketing materials (DARO provides template signage for you to use at volunteer-led activities).

MEDIA RELATIONS

Volunteers are not authorised to speak on behalf of the University and no comments or stories should be given directly to the media. Our media relations are handled by trained specialists and so any requests from the press should be referred to your staff contact.

DATA PROTECTION AND CONFIDENTIALITY

We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

EXPENSES

It is usual that volunteering activity is conducted online, or local to volunteers. As such, expenses are not usually offered. Where volunteering takes place for an extended period over mealtimes, refreshments will usually be provided. Please check with your staff contact if in doubt. Certain volunteering roles may incur personal expenses and we may cover the cost of such expenses if this has been agreed in advance. Please discuss with your University of Bristol staff contact at the earliest opportunity.



INSURANCE

The University of Bristol's [liability insurance](#) extends to include volunteers and anyone external engaging with the University while they are volunteering under the direction, or with the permission, of the University, whether on or off campus.

SUBSTANCE ABUSE

Volunteering whilst under the influence of recreational drugs will not be accepted. Volunteers may choose to have an alcoholic drink whilst at events or networking, however we would expect all volunteers to remain professional and not to operate whilst unduly under the influence of alcohol. High standards of conduct and behaviour should be always maintained.

TRAINING AND DEVELOPMENT

You will have access to training or information to help you successfully carry out your volunteering role.

FEEDBACK AND EVALUATION

We encourage you to provide feedback on your volunteering – we continue to evaluate our programme and hearing about your experiences is incredibly valuable – we often ask for feedback directly, or you can supply feedback at any stage throughout your volunteering journey.





RESOLVING CONCERNS

If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. The University takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

If a complaint is made about you regarding your behaviour during your volunteering activity, we will notify you of the complaint and endeavour to resolve the issue informally, being respectful to all involved.

Further information on making a complaint, whether it involves staff or alumni, and what happens if a complaint is made about you, is detailed in our [Problem-Solving Process for Alumni](#).

The University of Bristol reserves the right to conclude your involvement with the University based on suitability for the role or failure to meet the expectations of conduct for volunteers. Volunteers may cease their involvement at any time for any reason.

YOUR VOLUNTEERING RECORD

DARO maintains information about your volunteering activity on behalf of the University on a central database. This enables us to measure volunteering activity, send you relevant information about current and future volunteering activity, and University news.

Alumni who participate in University of Bristol programmes as a volunteer will be recognised as part of the Bristol Volunteers programme and will receive related and relevant communications.

As part of how we recognise volunteers, we occasionally create a volunteer recognition list, including the name and degree details of our Bristol Volunteers (eg Sabrina Khan, BSc Economics 2009). You may request for your name not to be included at any time.

CONFLICT OF INTEREST AND CONSUMER LEGISLATION

Please declare any relevant conflict or potential conflict of interest relating to your volunteering activity before taking on a volunteering role. We expect that whilst participating in University programmes, you do not use the opportunity to explicitly promote other organisations.

Consumer protection law applies to higher education providers. If your volunteering activity involves speaking to potential students about their study choices and current students about their employment options, your role as a volunteer is to share your personal experiences and advice, and to refer students to University staff for current or statistical information about admission requirements, student funding and employment after Bristol.

SUPPORT AND ADVICE

If you would like further information or advice on any aspect of your volunteering with us, please ask your staff contact or the Bristol Volunteers Team:

alumni-volunteers@bristol.ac.uk

bristol.ac.uk/alumni/get-involved

FURTHER INFORMATION

- [Data Protection Policy](#)
- [DARO's privacy policy](#)
- [Liability insurance](#)
- [DARO contact information](#)
- [Code of Conduct for Alumni](#)
- [Problem-Solving Process](#)
- [Equality, Diversity & Inclusion Policy Statement](#)
- [Safeguarding Policy](#)



Bristol
Volunteers

