**Volunteer Letter** *(Enter the name of the department)*

**Introduction**

This letter details what we can reasonably expect from your volunteering role within the theUniversity of Oxford. We appreciate your voluntary service and we are committed to making your experience enjoyable, positive, and rewarding.

This letter sets out what you can expect from the department and what we hope you can offer. The department is flexible, so please let us know if you would like to make any changes to your volunteering arrangements and we will try to accommodate them.

This letter covers the following key areas:

1. Your role as a volunteer;
2. Training that you will be given in order to perform this role;
3. The days and times that you have offered to volunteer;
4. Access to buildings;
5. Insurance;
6. Confidentiality;
7. Reimbursement of expenses;
8. Supervision;
9. Problem solving;
10. Leaving.
11. **Your role as a volunteer**

Your role as a volunteer is to support the activities of the museum, library or department to an agreed standard.

The key elements of the voluntary role(s) will be explained to you.

The department will not leave you unsupervised in any activity involving children or adults at risk, unless you have undergone a safeguarding check, or unattended if your tasks involve sensitive or valuable material. It expects you to work reliably, subject to flexibility, in the arrangements, to the best of your ability, and to follow the relevant policies of the University, including health and safety and equal opportunities and to comply with our anti-bribery policy and procedures. You can expect us to deal with you in accordance with our equal opportunities policy.

1. **Induction and role-related training**

The department will:

* Explain the context of your role;
* Provide an introduction to the University, and its role and function within it;
* Introduce members of staff with whom you will interact as a volunteer;
* Conduct Health & Safety training to ensure your health and safety and issue personal protective equipment if required;
* Provide more specific training, if operationally required, to assist you to meet the standards we expect from volunteers;
* Outline other policies relevant to your role, e.g. equal opportunities, data protection, confidentiality, intellectual property, information security etc.

1. **Time Commitments**

We are flexible about the times when you volunteer, so long as they are also convenient for the department/We have agreed that you will volunteer on XXX days at XXX times (delete as appropriate). If you have indicated that you are going to be available at a particular time and you cannot make it, you should give your supervisor as much notice as possible. If you would like to change the times when you volunteer on an ongoing basis, you should discuss this with your supervisor.

1. **Access to buildings**

The department will make arrangements for you to have access to the buildings in which you will perform your voluntary work.

At the discretion of the department and according to operational requirements, the department may issue you with ‘Cardholder’ University card to gain necessary access to IT resources via single-sign on to enable you to undertake your volunteer role and allow you to access designated buildings. Where operational requirements permit, this University card should remain within the department’s premises at all times.

1. **Insurance**

The department will ensure that the University’s insurance covers you while you volunteer, for voluntary work approved and authorised by us and the cover will start on your first day of volunteering.

1. **Confidentiality**

In course of providing volunteering services, you may have access to confidential information relating to the University of Oxford **[or our [ADD]**. We expect you not to use or disclose this information to any person either during your volunteering experience or at any times afterwards.

1. **Intellectual property**

You are asked to acknowledge that by volunteering at the University of Oxford you accept that the terms of the University Statutes and Regulations relating to intellectual property apply to you and that the University will be entitled to claim ownership of some of the intellectual property which you may produce. In situations where it is anticipated that you will produce any intellectual property you will be asked to sign a Form of Undertaking relating to this. If you have any queries on this section please raise them with your supervisor.

1. **Reimbursement expenses**

The University can reimburse certain out-of-pocket expenses incurred in connection with your volunteering role, so long as they are evidenced by receipts.

1. **Supervision**

Your supervisor will be named for each volunteering opportunity and will act as a point of staff contact.

Your supervisor will meet with you at the end of any settling in period to ensure that both parties are satisfied with the volunteer arrangement, and thereafter will be available to discuss any successes, concerns, or problems.

1. **Problem solving**

Your supervisor will discuss any problems or complaints raised by you or any concerns relating to your volunteering role, according to the department’s problem solving procedures.

Unfortunately, circumstances may arise where it will not be possible to continue with the volunteering arrangement. In this case your volunteering will cease.

1. **Leaving**

This agreement is only binding in honour; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Please acknowledge that you understand the contents of this letter by signing, dating and returning the enclosed copy.

Yours sincerely

…………………………………………

On behalf of the University of Oxford

Department ……………………………

Signed ………………………………….

[add name of volunteer]

Date ……………………………………..