

# **VOLUNTEER HANDBOOK**





# HELLO AND WELCOME

**The Royal Navy and Royal Marines have been critical to Britain's past and are central to our future as an island nation. We at the Royal Navy and Royal Marines Charity exist to ensure that our sailors, marines and their families are valued and supported, for life.**

Thank you for your decision to volunteer to support our beneficiaries. We simply cannot do what we need to do without your help, whether it is fundraising, standing on a stall in the sun (and rain!), helping in the office or being out and about in the community spreading our messages about the crucial work of the charity and of the Royal Navy and Royal Marines in keeping our way of life safe and secure. They work far from home, for long periods in often tough and dangerous situations whether fighting on operations, providing disaster relief around the world or simply patrolling the seas ready for the next call to action. Our veterans from the Second World War are now old and often frail and we support them in a wide variety of ways through the charities we provide grants to. We also, and I hope you will see this if you are at an event with us, put smiles on the faces of those who wear the uniform with pride today and importantly, their families.

I am sure that you will find this guide useful and informative in describing what we do and the role you can play in supporting our work. Your help and the time you give is crucial; we value it highly and you are making a big difference to the lives of those we support.



**Robert Robson**

Chief Executive Officer of The Royal Navy and Royal Marines Charity



# A LITTLE BIT ABOUT US

**The Royal Navy and Royal Marines Charity is the principal charity of the Royal Navy. We exist to support sailors, marines and their families, for life.**

Since 2007, we have funded projects and facilities that boost morale for those who serve today. We also distribute millions of pounds annually to military charities that care for the children, families and veterans of the Naval Service.

Through our work – and that of our Group charities – we provide financial support, help and advice and in cases of hardship and distress, life-changing essentials to our beneficiaries.

Our support is truly ‘through life’ and in 2014 we gave £3.7m to care for our beneficiaries, from children to the frail and old. Our major grant funding to other charities enables them to provide direct care to those in need and through The Royal Navy Officers’ Charity and The Royal Marines Charitable Trust Fund, we provide direct help to individuals who fall on difficult times.

We also gave £3.9m to provide assistance to Naval Service personnel and their dependants. Our grant-making aims to ease the pressure that life in the Royal Navy or Royal Marines can bring. 2014 was an extraordinary year, with a spike in grants made in support of the 350th birthday of the Royal Marines, where we supported Commando units in marking key anniversaries and as they disengaged from active operations. Significant gifts from major donors for specific restricted projects also increased in-Service grants to higher than usual levels. By working together to achieve more, our Group of charities gave £7.6m in 2014.



# A LITTLE BIT ABOUT YOU

**Volunteers across the UK are estimated to contribute around £40 billion a year to charities. This is an enormous amount of money that can go straight back into supporting our beneficiaries.**

Not only do we benefit from volunteers donating their time to us but we also appreciate the huge range of skills and experience that our volunteers bring to the table. Volunteers help us to spread the word about what we do, they help us to have a presence across the country, they help to encourage and motivate communities to stand alongside the Naval service and they help us to make each pound stretch even further.

Our volunteers are motivated to give their time to the RNRMC for a variety of reasons. You may know or be related to someone who is serving, you might be serving yourself and appreciate how the Charity supports you, your colleagues and your families, at home and at work, or you might simply want to make a positive contribution to your community.

Whatever it is that inspires you, thank you for considering a volunteer role with us. The impact that each volunteer makes is huge and we are so pleased you want to get involved with The Royal Navy and Royal Marines Charity.

# WAYS TO GET INVOLVED AS A VOLUNTEER

## SERVING PERSONNEL

**Charity Champion** – If you love what we do and want to support the Charity that little bit more, then perhaps you can consider becoming one of our Charity Champions. A point of contact on-board or at your unit or squadron, you will become an important part of our Regional Network of volunteers. We will keep you in the loop about all our latest developments and we can give you ideas on how you can get your oppos to support the Charity – sponsored headshave anyone?! We will also provide you with ways you can help to increase your ship's Payroll Giving percentage and initiate team fundraising challenges, as well as the resources to engage visitors during Ship Open To Visitors.

**Regional Committee Member** – We have regional committees at establishments across the country, made up of serving personnel from all sorts of trades and tribes. These friendly, passionate groups of people volunteer alongside our Regional Fundraisers to connect their establishment with the work of the Charity. These volunteer committees take an oversight of what is going on in their 'patch' and help to engage both the serving and civilian communities in supporting the Royal Navy and Royal Marines Charity. Could you be an advocate where you're based?

**Uniformed Event Support Volunteer** - We have a presence at events up and down the country particularly during the summer season. We are always grateful for the support of uniformed volunteers at events such as Yeovilton Air Day, Collingwood Open Day, Bournemouth Air Festival and National Armed Forces Day (to name just a few!). If you think you would enjoy manning our stand for a few hours, cheering on our marathon runners, helping to run a children's activity or perhaps collecting donations then we would love to hear from you.

## CIVILIANS

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**Community Event Co-ordinator** – Our Head Office is based in Portsmouth so having volunteers around the UK (and even world-wide) is really key to getting our charity message out into the community. Valuable volunteers who want to organise and host fundraising events for us are awesome – could this be you?

**Establishment Volunteer** – The Royal Navy and Royal Marines are based in lots of different establishments, lodger units and bases. Our establishment volunteers visit their local establishment or base regularly and are a much loved representative of the Charity, supporting our Regional Fundraisers on a variety of different events and projects. If you are sociable and outgoing (with perhaps a little Naval knowledge) then being an establishment volunteer could be the perfect role for you.

**Office Volunteer** – There are roles available at our Head Office, across a number of different departments, for volunteers who want to regularly give their time to support the smooth running of the organisation. If you're local to Portsmouth, this might be the ideal volunteering experience for you.



# WHAT TO EXPECT FROM US

**We value the commitment our volunteers make to supporting us and in turn, we want to make sure that you enjoy your role and get the most out of it.**

## **We commit to:**

- Providing you with a clear role description and a named supervisor who will support you with guidance, advice and training as required.
- Always making sure you have the information and resources you require to carry out your role, including a clear indication of when you will be needed and what tasks you will be expected to undertake.
- Always treating you with respect and maintaining your right to confidentiality at all times.
- Keeping you up to date with what is happening at the Charity and what impact your volunteering is having.
- Showing our appreciation for and recognition of the value of your volunteering.
- Offering you fair and honest feedback on your role.
- Reimbursing reasonable out-of-pocket expenses that you incur whilst volunteering for us.
- Considering your health, safety and welfare including appropriate insurance cover.

# WHAT WE EXPECT FROM YOU

**We expect high standards from our volunteers, as you uphold and promote our brand and ethos around the country.**

**To ensure you get the most out of your volunteering role with us, we ask that you:**

- Act in a professional way whenever you are representing the Royal Navy and Royal Marines Charity.
- Treat all of our supporters, volunteers and paid staff with respect, dignity and compassion.
- Act in a way that doesn't discriminate against anyone.
- Provide as much notice as possible if you aren't able to volunteer for us anymore or have a conflicting commitment which means you are unable to volunteer at an agreed time.
- Treat our data, commercially sensitive information and internal communications in a confidential manner.
- Adhere to the policies, procedures and guidelines of the organisation, including being proactive in your approach to health and safety.
- Attend any training or support meetings designed to enhance your skills or volunteering experience.
- Let us know promptly if you are concerned about anything or if something has gone wrong.
- Hand over and accurately record all monies received in donations and merchandise sales.



# HOW WE SUPPORT YOU

**Induction** – All of our volunteers will have an induction tailored to the role they are going to undertake at the Royal Navy and Royal Marines Charity. For office based volunteers, this induction will introduce you to the team you will be working with and how to find everything you need. Office volunteers will be required to complete data protection procedures, as well as a security check, to obtain unescorted access to the Naval base.

Event volunteers will be fully briefed each time you attend an event. For those volunteering without staff support, you will be provided with full training on how to use the equipment, keep yourself safe and represent the Charity.

All of our volunteers will be introduced to their named supervisor and our Volunteer Advisor and will be given a copy of our volunteer handbook during their induction period. Your named supervisor will assess what additional training or support you might need to fulfil your volunteering role.

**Training** – We want to make sure you are able to conduct your volunteering role safely, confidently and to the best of your abilities so we may occasionally ask you to complete some training. Let us know if there is anything you are unsure about or require clarification on and we can arrange for further explanation or training as appropriate. If this is to be delivered away from your local office or establishment, then reasonable expenses will be covered by the Charity. Please do attend any training you are booked on to in order to make the most of your volunteering experience with us.

**Support** – You will have ongoing support from your named supervisor at the RNRMC. This may be in person or on the phone, depending on your location and role. Please do feedback any problems, concerns or learning points to your supervisor in a timely manner so that any potential issues can be resolved and you can remain positive and confident in your role. Equally there may be, on occasion, points that your supervisor needs to raise with you to ensure you are suitably trained and supported – please see these meetings as a constructive opportunity to discuss your role. You can also approach the Volunteer Advisor as an alternative to your named supervisor, to discuss any problems or questions you may have.

**Saying Thank You** – We want to be able to demonstrate our thanks to our volunteers in recognition of the value you bring to the organisation. From time to time we may invite you to a special event to say thank you, which we hope will provide an opportunity for you to network with other volunteers as well as being proud of the role you play in the life of the Royal Navy and Royal Marines Charity. We will also aim to accredit and acknowledge your volunteering with us over the period that you volunteer.



# HOW TO REGISTER

**We have a formal volunteer registration process to ensure that we hold the correct data for you, that you are matched to a suitable role, and most importantly, to make sure that you are covered by our insurance whilst conducting your role.**

**We try to keep this process as simple as possible but of course, there are always a few ‘must-haves’, so please bear with us.**

**STEP 1** You express your interest in volunteering with us.

**STEP 2** You are invited in (or met in a location convenient to you) for an informal chat about your experience, your background and why you'd like to volunteer. We'll discuss role options with you and introduce you to some key contacts within the organisation. This is likely to be with our Volunteer Advisor and the Supervisor from the department within which you will be volunteering.

**STEP 3** You complete our volunteer registration form and receive a printed copy of our volunteer handbook.

**STEP 4** You come in for one volunteering session alongside your named supervisor. If you enjoy this and want to continue, we will take up two references for you (which you will have provided on the registration form). If you are going to be volunteering at our offices or on a military establishment, we will also begin the security clearance process.

For those volunteers supporting events, references will be taken after one event is attended. There is no immediate need for security clearance.

**STEP 5** You receive your induction programme and initial role training begins.

**STEP 6** You receive ongoing support from your supervisor including a review meeting once a year.

**STEP 7** You're now one of our volunteers and part of the Royal Navy and Royal Marines Charity family.

# IMPORTANT INFORMATION

**There are a number of policies and procedures that we have in place to keep you and the Charity safe during your time volunteering with us. We have summarised some of the key points here but please speak to your named supervisor if you would like more information or have any questions.**

**Expenses** - We are committed to ensuring our volunteers are not out of pocket through fulfilling their role with us. We will reimburse you reasonable expenses incurred as a direct result of your time volunteering, up to the maximum levels set out on the Volunteer Expense Claim form. All expenses need to be approved by your named supervisor and will only be reimbursed if you can present tickets and receipts (or proof of mileage). It remains your decision if you want to claim expenses back or not. Your named supervisor will provide you with an example claim form and help you through the process.

**Health and Safety** - We are committed to ensuring the well being and safety of all of our volunteers whilst volunteering and in turn, we expect our volunteers to contribute to maintaining a safe working environment.

All volunteers will be made aware of and taken through any relevant health and safety procedures by their named supervisor.

Appropriate risk assessments will be carried out by the Charity to ensure that volunteers' health, safety and well-being are protected at all times.

All volunteers must:

- Take reasonable care for the health and safety of themselves and other persons who may be affected by the volunteer's actions or omissions.
- Co-operate with staff by assisting them to fulfil their statutory duties.
- Follow our health and safety policy and measures put in place by the RNRMC or any other organisation whose premises the volunteer may be working on.
- Report accidents and incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured.
- Be aware of actions to take when an emergency situation arises and who to contact for support.

**Data Protection and Confidentiality** - We will advise volunteers on our confidentiality policy and procedures, where relevant. This includes those relating to personal information held by the organisation, in relation to the volunteer, in accordance with the Data Protection Act 1998.

We expect all volunteers to protect any personal or confidential information to which they may have access.

If you have direct access to our data in any form, you will be asked to sign the Data Protection policy and complete a Data Protection certificate. Please ask your named supervisor if you think you need to do this.

**Security Clearance** - It will be necessary for some of our volunteers to undergo MOD security clearance to allow them unescorted access to either Whale Island (where RNRMC Head Office is based) or their local establishment. If you are required to obtain security clearance, your named supervisor will provide you with additional security forms and guidance notes.

**Personal Safety and ID Cards** - All volunteers will be provided with an ID card that shows they are a registered volunteer for the Royal Navy and Royal Marines Charity. This should be worn when volunteering for and representing us. If you are given a security pass for an establishment or base then please make sure it is displayed whenever you are on site and make sure it is safely stored when off site. It is imperative that you let the RNRMC know if you misplace your pass or believe it has been stolen.

When volunteers conduct bucket collections for us, you will be provided with an additional 'authorised collector' badge to be clearly displayed during the collection.

Please always be aware of your surroundings when you are out and about whilst volunteering for the Charity. Never put yourself at risk and if you feel unsafe at any point, please make sure you either call the emergency services or tell the staff member with you (if accompanied).

**Diversity** - The Royal Navy and Royal Marines Charity welcomes and respects the wealth of experience, skills, dedication and energy that volunteers bring. As an organisation, we are committed to a policy of equal opportunities and diversity. We believe that volunteering should be open to all, regardless of race, gender, religion, disability, sexual orientation or political beliefs. This commitment is reflected throughout the Charity's policies and practices. Volunteers should be able to demonstrate empathy for the aims of the RNRMC and for the Charity's beneficiary groups. The acceptance of volunteer assistance for a particular role is made on merit; the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned, will be disregarded by the organisation in terms of recruitment and selection.

Volunteering opportunities are advertised in ways that make them accessible to all members of the community.

**Insurance** - The Royal Navy and Royal Marines Charity holds appropriate public liability insurance and employer's liability insurance to protect our volunteers throughout their time at the charity. These insurances cover the breadth of activities that our volunteers are involved in, as well as protecting our presence at events if incidents occur.

## HOW TO BE AN AMBASSADOR

When you are volunteering for us you become part of the Royal Navy and Royal Marines Charity family and are therefore expected to represent our values and brand in an appropriate way. We ask that you familiarise yourself with the Charity's history, structure and vision, all of which you should be provided with during your induction. Your named supervisor will be able to help you understand a bit more about the Charity.

When you're volunteering for us, we ask that you use your judgement to dress appropriately for the activities you're asked to carry out. We can provide a RNRMC polo shirt or t-shirt for you to wear. If you are carrying out a bucket collection, you will be asked to wear an 'Authorised Collector' badge. If you're ever unsure about what to wear, just ask your named supervisor.

## HOW WE ACKNOWLEDGE VOLUNTEERS

We aim to acknowledge the amazing contribution our volunteers make with thank you events such as a volunteers' tea party or Christmas social.

We are also able to provide you with a written reference upon request.

We want to keep you up to date with everything that is going on at the Royal Navy and Royal Marines Charity. We have a quarterly volunteer newsletter which is full of the latest information and volunteer news; it is also the place that we summarise the upcoming events that you can get involved with. Do keep your eyes peeled for it in your inbox and let the Volunteer Advisor know if you'd prefer a printed copy.

## PROBLEM SOLVING/ COMPLAINTS

If you find you have any problems or difficulties within any aspect of your role, please speak to your named supervisor as soon as possible for advice and support.

If you feel that trying another volunteering role within the Charity may be more suitable, then please don't be hesitant in speaking with your named supervisor or the Volunteer Advisor to find out about other opportunities.

We hope you never have any reason to make a complaint but sometimes circumstances do arise. We welcome your comments, whether spoken or written, and we have a centralised complaints procedure to ensure that we capture all feedback. Your named supervisor or the Volunteer Advisor are your first point of contact in this instance and will support you through the process.

The Volunteer Advisor is always available as an alternative contact from your own named supervisor. Your supervisor should introduce you to the Volunteer Advisor during your induction. Their contact details are included in the back of this booklet.

# **IMPORTANT CONTACT INFORMATION**

**Your Named Supervisor**

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**Contact Details**

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**Your Volunteering Start Date**

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**Your Volunteer Advisor**

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**Contact Details**

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