



Sudbury Gasworks Restoration Trust Welcome Team

Purpose and scope

The Welcome Team (The Team) is one of three Volunteer Groups inaugurated as part of the HF-funded project 'Sudbury Gasworks: Rescued and Restored' (the Project). The other Volunteer Groups are;

- Local History Group
- Building Maintenance Team

All three Volunteer Groups will work on behalf of the Sudbury Gasworks Restoration Trust (SGRT). See Terms of Reference for further details.

The contribution the Team will make to the Project will be substantial and vital to its ongoing success. The Team will;

Welcome Team

This Team will;

- a. Act as stewards/welcomers at public events
- b. Support the set up and delivery of public activities
- c. Creatively develop a range of new activities for different users, for example children, special interest groups etc
- d. Act as public advocates of the Project
- e. Contribute to social media marketing
- f. Carry out any other task that can reasonably be described as a 'General help or assistance'

Group Leader

The Welcome Team Group Leader will be the principal contact for all Team volunteers. All group communications should be conducted by the Group Leader. The Group Leader will also liaise with the SGRT on behalf of volunteer members and work closely with the Gasworks Manager to deliver Project objectives.



The Gasworks Sudbury
School Lane
Sudbury
DE6 5HZ
www.sudburygasworks.com



Recruitment

Recruitment to the Team will focus on Sudbury parish, but will not be limited geographically and will be open to all, regardless of experience or ability. Recruitment will be conducted on a face-to-face basis, through the Sudbury Gasworks website, and via Social Media platforms.

Volunteer members will be recruited either as general helpers or to specific tasks, as and when they arise. Volunteer members may be general helpers and carry out specific tasks.

All volunteers should complete the standard form entitled 'Volunteer with us'. To assist the SGRT to conform with the Data Protection Act, completed forms should be passed to the Gasworks Manager and/or the SGRT's HR Director at the earliest opportunity.

Safeguarding

SGRT Safeguarding policy should be adhered to at all times.

Risk Assessments

Risk assessments should be carried out for all volunteer activities in accordance with the SGRT Health and Safety Policy

Training

All Team members will receive training, delivered by suitably qualified people, to enable them to carry out tasks within the scope of the Team's activities. Training needs will be identified by the Project Manager, Gasworks Manager, SGRT and Group Leaders. Volunteer members should suggest training to their Group Leader, who will make representations to the Gasworks Manager, Project Manager and/or SGRT. All training will be organised by the Gasworks Manager and commissioned by the Project Manager on behalf of the Project. Training will include, but may not be limited to;

- Volunteering
- Project background
- Welcome host training
- Safe Guarding
- Equality and Diversity
- Tour guide training



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Activities

Following the completion of, or alongside, initial training, the Team will;

- Assist in running and/or stewarding public and funding events
- Act as volunteer and Project advocates
- Assist with evaluations of public events
- Carry out specific tasks as required

Aims and objectives

The Team will have;

- Undertaken all relevant training
- Undertaken an induction
- Experience of assisting at social and fundraising events
- Gained an understanding of the Project to an extent that volunteers can act as advocates
- Experience of conducting evaluations
- Developed positive working relationships with the other Volunteer Groups, the Gasworks Manager, the Project Manager and the SGRT

Support

The Welcome Team will have the support of the Gasworks Manager in its activities.

Communication

All volunteer members should communicate via the Group Leader, who will represent volunteers' views to other Group Leaders, the Gasworks Manager, the Project Manager, the SGRT and any other relevant party.

A newsletter will be distributed regularly.

Finance

There will be no remuneration available to volunteers other than the pre-agreed reimbursement of out-of-pocket expenses. All financial queries should be directed to the Project Manager.



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